

Notice of Meeting

Surrey Police and Crime Panel



Date & time
Tuesday, 15 September 2020 at 10.30 am

Place
Remote meeting

Contact
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Room 122, County Hall
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We're on Twitter:
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Please note that due to the COVID-19 situation this meeting will take place remotely.

Please be aware that a link to view a live recording of the meeting will be available on the Surrey Police and Crime Panel page on the Surrey County Council website. This page can be accessed by following the link below:

<https://mycouncil.surreycc.gov.uk/ieListMeetings.aspx?CId=250&Year=0>

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Members

Cllr David Reeve (Chairman)
Cllr Hazel Watson (Vice-Chairman)
Cllr Victor Lewanski
Cllr Christine Elmer
Cllr John Furey
Cllr Fiona White
Cllr John Robini
Cllr Josephine Hawkins
Cllr Will Forster
Cllr Bernie Spoor
Cllr Andrew Povey
Cllr Bob Milton
Vacant
Vacant

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

PART 1 **IN PUBLIC**

1 APOLOGIES FOR ABSENCE

The Chairman to report apologies for absence.

2 MINUTES OF THE PREVIOUS MEETING

(Pages 1 -
14)

To approve the minutes of the meeting held on 30 June 2020 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 APPOINTMENT OF CO-OPTED INDEPENDENT MEMBERS

(Pages 15 -
16)

At the 7 February 2020 Police and Crime Panel meeting, it was agreed that an open recruitment exercise would continue to be undertaken for the Panel to appoint two new co-opted independent members onto the Surrey Police and Crime Panel for a four year term.

6	MEDIUM TERM FINANCIAL PLAN (MTFP) UPDATE 2020/21 TO 2024/25	(Pages 17 - 22)
	This paper provides a first look at the projections on the expected financial position of the Surrey Police Group for the period 2020/21 to 2024/25.	
7	CORONAVIRUS	(Pages 23 - 30)
	This paper provides an update on Coronavirus including implications on: finance, oversight and scrutiny arrangements, commissioning and service funding as well as partnership arrangements.	
8	SURREY POLICE RECRUITMENT AND WORKFORCE PLANNING	(Pages 31 - 36)
	This paper provides an update on recruitment and workforce planning including: updated tables from November 2019, retention rates and unplanned leavers, plans to attract more officers including BAME and the use of PCSOs and how they complement the work of officers.	
9	BUILDING THE FUTURE - UPDATE	(Pages 37 - 40)
	The purpose of this report is to update the Panel on key aspects of delivery for the strategic change programme 'Building the Future' (BTF) since the Panel's last meeting in June 2020.	
10	POLICE COMPLAINTS REFORM	(Pages 41 - 48)
	This report reminds the panel of the main changes to the police complaints review system and details how they have been implemented in the Surrey OPCC.	
11	FEEDBACK ON PERFORMANCE MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE	(Pages 49 - 52)
	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.	
12	COMMISSIONER'S QUESTION TIME	(Pages 53 - 54)
	For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner.	

Notes:

The deadline for Member's questions is 12.00pm four working days before the meeting (9 September 2020).

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| 13 | COMPLAINTS RECEIVED SINCE THE LAST MEETING | (Pages 55 - 58) |
| | 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. | |
| 14 | NATIONAL ASSOCIATION OF POLICE, FIRE AND CRIME PANELS (NAPFCP) | (Pages 59 - 64) |
| | This report sets out to provide information to the Panel to consider joining the National Association of Police, Fire and Crime Panels (NAPFCP). | |
| 15 | SURREY PCP BUDGET 2019-20 | (Pages 65 - 68) |
| | The Surrey Police and Crime Panel has accepted a grant from the Home Office to meet the costs of the Panel, including the administrative support. This paper is to report on the use of the grant in 2019/20 (April 2019 - March 2020). | |
| 16 | RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME | (Pages 69 - 88) |
| | To review the Recommendations Tracker and Forward Work Programme. | |
| 17 | DATE OF NEXT MEETING | |
| | The next public meeting of the Police and Crime Panel will be held on 24 November 2020. | |

**Joanna Killian
Chief Executive**

Published: Monday, 7 September 2020

Note: *This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.*

If you have any queries regarding this, please contact the representative of Legal and Democratic Services at the meeting.

MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 30 June 2020, remotely via Microsoft Teams.

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

Members:

(*Present)

- *Councillor Andrew Povey
- *Councillor David Reeve (Chairman)
- *Councillor Victor Lewanski
- *Councillor Hazel Watson (Vice-Chairman)
- *Councillor Fiona White
- Councillor John Furey
- *Councillor John Robini
- *Councillor Will Forster
- *Councillor Josephine Hawkins
- *Councillor Christine Elmer
- Councillor Richard Barratt (replaced by a new representative on 18 June 2020)
- *Councillor Bob Milton

18/20 ELECTION OF CHAIRMAN

Councillor David Reeve was proposed by Councillor Fiona White and seconded by Councillor John Robini.

RESOLVED:

The Panel agreed the appointment of Councillor David Reeve as Police and Crime Panel Chairman for the Council year 2020/2021.

The new Chairman welcomed Surrey's Police and Crime Commissioner, the Chief Executive of the Office of the Police and Crime Commissioner (OPCC) and the Chief Finance Officer at the OPCC Kelvin Menon, who were in attendance.

He welcomed the new member to the Panel Councillor Bob Milton representing Tandridge District Council, who replaced Councillor Ken Harwood who sadly passed away in March. The Panel offered its deepest condolences to his family and thanks for his service to the Panel over the last eight years.

The Panel held a one-minute silence in tribute of Councillor Ken Harwood.

The Chairman expressed thanks to Mr Bryan Cross, a former Independent Member to the Panel, who provided invaluable knowledge and served eight years on the Panel.

He noted the two vacancies for the Independent Members, which were to be appointed once recruitment was resumed after the Panel meeting.

19/20 ELECTION OF VICE-CHAIRMAN

Councillor Hazel Watson was proposed by Councillor Will Forster and seconded by Councillor Christine Elmer.

RESOLVED:

The Panel agreed the appointment of Councillor Hazel Watson as Police and Crime Panel Vice-Chairman for the Council year 2020/2021.

The Vice-Chairman thanked the Panel and looked forward to her role.

20/20 APOLOGIES FOR ABSENCE

No apologies had been received.

21/20 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 7 February 2020 were agreed as a true record of that meeting.

22/20 DECLARATIONS OF INTERESTS

There were none.

23/20 PUBLIC QUESTIONS

No public questions had been received.

24/20 POLICE AND CRIME COMMISSIONER FOR SURREY ANNUAL REPORT 2019-20

The PCC stated that he was sorry to hear of the passing of the previous Chairman Councillor Ken Harwood who he noted was an active and diligent local councillor as well as a personal friend and he would be greatly missed.

Witnesses:

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion:

1. The PCC explained that the provision of an Annual Report was a statutory duty under the Police Reform and Social Responsibility Act (2011).
2. The version presented to the Panel was a draft and the PCC welcomed members' comments and recommendations before publication.
3. A Panel member noted that over the last summer there were a number of itinerant travelling groups around the county and again this year, the PCC was asked to provide an update on the law surrounding Unauthorised Encampments (UEs) and transit sites.
 - In response, the PCC explained that in March he had urged the government to change the law to make setting up an unauthorised encampment a criminal offence, he noted that government was to produce draft legislation on the matter in the autumn following consultation earlier in the year. The PCC added that he thought the law was not adequate and aggravated trespassing should be made a criminal offence which would act as a strong deterrent; at the moment occupying land and trespassing were considered a civil offence outside the police's remit unless a crime was committed. The PCC agreed that transit sites were needed in the county. The police would then be allowed to employ a

new section of the Criminal Justice and Public Order Act 1994 to tell those in UEs occupying land to move to a designated transit site. Once Sussex established a number of transit sites, the number of UEs dropped substantially.

4. In response to the Vice-Chairman's comment on whether there would be a Volunteer Police Cadet (VPC) unit in Mole Valley, the PCC noted that the aim was to have a unit in every borough in the county.
5. A Panel member asked if the PCC was satisfied with the ratings of the Key Performance Measures (KPMs) in 2018/2019 and 2019/2020, as for example the 'Positive Outcome Rate for crimes against vulnerable people (sexual offences, domestic abuse, child abuse, hate crime)' decreased by 3.5% from the previous year and the 'Average time taken to answer 101 call' increased by nine seconds.
 - In response the PCC noted that the majority of KPMs were good pointing out that the '% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area' had only decreased by 0.3%. The Positive Outcome Rate KPM specifically relating to crime against vulnerable people was an exception and a concern to the PCC, he had asked the Chief Constable to focus on the issue. The PCC noted that the average wait before a 101 call was answered was upward of twenty minutes in some cases before he was elected and he had made that a priority through increasing training and IT capabilities ensuring the system was fit for purpose. Response times varied each month and the 101 Contact Centre was well-regarded.
6. In response to a Panel member's concern over the '% of Force budget spent on front-line policing' and lack of improvements in the KPMs, the PCC noted that the measure was a national statistic. The reason that the Police budget had decreased was not due to decreased resourcing on the frontline, but due to the fact that Surrey Police had a lot of younger recruits who had lower salaries.
7. A Panel member queried the effectiveness of the Joint Enforcement Teams (JETs) as there had been many partnerships between District and Borough Councils with Surrey Police over the years to tackle anti-social behaviour. The PCC noted the positive work of the JET in Waverley and that the JETs in seven of the boroughs and districts in the county were well-regarded by residents. He commented that as well as increasing the number of JETs it was vital to give them more powers such as parking enforcement from the Chief Constable through the Community Safety Accreditation Scheme (CSAS). The PCC noted that there were no comparative statistics on how the JETs fared to previous schemes as the pattern and volume of criminality had changed.
8. Responding to a Panel member's query on the comparison of the KPMs percentages between 2018/19 with 2019/20 rather than back to 2016/2017 when the PCC was elected, the PCC commented that it was an annual report comparing the most recent years and the statistics from the earlier years had been published previously. The PCC agreed that the approximately 10% decrease in the Positive Outcome Rate since 2016/2017 was a concern and the main reason for the fall was due to the increased volume of recorded crime - the actual number of offences dealt with had stayed the same. The PCC commented that despite lower funding for forces across the country over the years, Surrey Police was ranked tenth out of forty-three territorial police forces on public satisfaction. He was lobbying the government for fairer funding and the government were expected to produce a new funding formula in the autumn.
9. A Panel member highlighted that although the number of 'Recorded Burglary Offences' KPM had increased, there remained an issue with burglaries not deemed a high enough priority for the police to be called out. The Panel

member added that she had recently waited over fifteen minutes for a 101 call to be answered and queried what 'Problem Solving Occurrences' (where Surrey Police have identified and actioned a local problem) meant - the rate having decreased.

- In response, the PCC explained that there were often spikes in burglaries caused by international criminal gangs, the force were not complacent regarding burglaries and had been making good arrests recently, as fewer residents about due to Covid-19 made it easier to identify offenders. Surrey Police had a comprehensive grading system for incoming crimes addressing the critical ones first and the PCC noted the important role of communities in taking more anti-burglary measures such as home CCTV and burglar alarms. All 101 calls were recorded and the average wait to be answered was just over a minute, he welcomed any examples of dissatisfied wait times and would investigate those. The PCC explained that the Problem-solving Occurrences KPM was a new venture by Surrey Police to increase the crime solving rate; a central team looked at specific crimes to evaluate where concentrated effort would increase the crime solving rate and he was happy for members to be briefed specifically on the matter at an upcoming Panel meeting.

10. Responding to a Panel member's comment on the new normal during lockdown of increased virtual meetings and potential virtual engagement sessions between the PCC and local communities, the PCC reported that he had his first virtual engagement session yesterday and had planned a large series of community engagement events later in the year.

RESOLVED:

Members of the Police and Crime Panel commented on the Annual Report prior to its formal publication.

Actions/further information to be provided:

1. **R13/20** - The Panel will formally write to the PCC with the comments and feedback raised in the discussion.
2. **R14/20** - The OPCC will provide a briefing on the work of the Problem Solving Occurrence Team at a future meeting.

25/20 SURREY POLICE GROUP UNAUDITED FINANCIAL REPORT FOR 2019/20

Witnesses:

David Munro - Surrey Police and Crime Commissioner
 Kelvin Menon - Chief Finance Officer (OPCC)

Key points raised in the discussion:

1. The PCC highlighted the good financial position of the Surrey Police Group.
2. The Chief Finance Officer introduced the report covering 2019/20, which was unaudited as the audit process was currently being undertaken. He explained that the total revenue underspend for the year was approximately £2.2 million which had been put into reserves to deal with some of the Covid-19 costs. He noted that the target had been met for new police numbers during the year and the savings target of £2.7 million had also been met.

3. A Panel member queried the approximately £3.5 million variance for Police Staff Pay for the year, asking if the underspend was a result of it being more difficult than thought to employ the new police officers. It was also asked what roles the 156 vacant Police Staff positions covered and if they were filled through agency staff or over-time.
- In response, the Chief Finance Officer commented that police staff were not uniformed officers and that they were on budget for police officers. The force was carrying a high vacancy margin for police staff and a lot of joint support work was done in partnership with Sussex Police, as well as the use of over-time and agency staff. The PCC confirmed that it was a policy of the force to hold a vacancy rate, which meant that when a staff member left, they would not automatically be replaced resulting in a significant financial saving. He had asked Surrey Police to ensure that essential staff vacancies were filled quickly so as not to affect the force's operational capacity.
4. A Panel member highlighted the approximately £180,000 overspend on Police Officer Pay despite the shortfall of officers by 47. In response, the Chief Finance Officer noted that when the budget was set the grading of the posts was not right as it was based on fewer higher graded paid officers. The PCC added that the overspend was also due to the hiring of retired police officers to fill in the gaps - now filled - as there was a lag between the money being available and the recruiting process for new officers.
5. A Panel member queried what the approximately £4.4 million sources of funding from Capital Receipts was from, asking if it was composed of the sale of police stations. The Chief Finance Officer replied that it would likely be from the sale of assets such as police stations and he would provide a detailed response in due course.

RESOLVED:

The Panel noted the report.

Actions/further information to be provided:

R15/20 - The Chief Finance Officer would provide a response in due course on the composition of the approximately £4.4 million sources of funding from Capital Receipts.

26/20 OFFICE OF THE POLICE AND CRIME COMMISSIONER 2019/20 END OF YEAR FINANCIAL REPORT

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)

Key points raised in the discussion:

1. The Chief Finance Officer highlighted the OPCC's approximately £20,000 underspend for 2019/20 which was subject to audit. He added that during the year the larger underspends were spent on providing additional support to Community Safety and Victim Services.

RESOLVED:

The Panel noted the financial performance of the Office of the Police & Crime Commissioner for Surrey for the 2019/20 financial year.

Actions/further information to be provided:

None.

27/20 POLICE AND CRIME PLAN 2020-21**Witnesses:**

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion

1. The PCC explained that when the government introduced legislation to postpone the PCC elections to 2021, the Police and Crime Plan was granted a one-year extension without amendment. He noted that in reviewing the 2018-2020 Plan in May 2020, the PCC agreed to maintain the existing six overarching priorities, but also agreed three areas of particular focus for the Chief Constable: More Police Officers and Frontline Staff achieved through a large recruitment drive, Better Crime Prevention with more youth engagement and neighbourhood officers and lastly, More Crimes Solved.
2. A Panel member queried whether the eleven additional Youth Intervention Officers were warranted police officers or police staff. In response the PCC noted that he believed they were warranted police officers, but he would provide a firm answer after the meeting. He commented that there was more of an overlap between warranted police officers and Police Community Support Officers (PCSOs) regarding local crimes than the public thought.
3. Responding to a Panel member query on the effect on the progress of the Plan until 2021 from a potential second Covid-19 peak and if there were any contingencies if resources were diminished; the PCC replied that he was confident that Surrey Police would be able to manage their operations during a second peak as they did successfully during the first peak. Recruitment plans and training were carrying on largely funded by the increased Council Tax and Government Grant of £20,000 - with no indication that the Grant would be diverted to other areas.

RESOLVED:

The Panel provided comments on the PCC's extension of the current Police and Crime Plan.

Actions/further information to be provided:

R16/20 - The PCC will provide a response on whether the eleven additional Youth Intervention Officers were warranted police officers or police staff.

28/20 POLICE AND CRIME PLAN 2018-2020 – PROGRESS**Witnesses:**

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion

1. The Vice-Chairman queried the 6.3% unplanned leaver rate for police officers and the plans to improve police officer retention. In response the PCC noted that retention was a worry and explained that it was traditionally difficult to recruit into Surrey Police due to its proximity to London. As a result, it was important to make Surrey Police a go to force that people want to join and stay in, the leadership of successive Chief Constables had ensured good morale in the force. The PCC noted that the salaries were good but the real issue was that Surrey had a high cost of living and the PCC had asked the force to look at a new long-term strategy for police housing, which would be provided to the Panel in due course.
2. The Chairman queried the Police and Crime Plan Performance Measures between 2016-2020 highlighting the decreasing '% of force budget spent on front-line policing' and commented that it was hoped that next year's figures would increase slightly due to the Government Grant and increased precept funding - which was not the case in the last year. In response, the PCC noted that it was not a good measure as it measured money which was determined by pay grades rather than officers on the front-line. The Chairman requested that an extra column be added on the number of police officers on the front-line following the increased recruitment. The PCC responded that he would look into that.

RESOLVED:

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

Actions/further information to be provided:

1. **R17/20** - The new long-term strategy for police housing will be provided to the Panel in due course.
2. **R18/20** - The PCC will look into adding an extra column regarding the '% of force budget spent on front-line policing' KPM to show the number of police officers on the front-line following the increased recruitment funded through the Government Grant and increased precept from Council Tax.

29/20 BUILDING THE FUTURE UPDATE

Witnesses:

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion

1. The PCC noted that the project was on schedule. He had recently attended a presentation by several architectural firms and selected partners to design the new headquarters in Leatherhead and as the process was in a standstill period, the chosen firm would be announced in due course.
2. The PCC commented that he had asked for a regular financial review of the whole project, noting that the new building would be significantly cheaper to maintain than the current headquarters in Mount Browne and that they were taking the opportunity to concentrate more functions in the new building.

3. He added that there were discussions with the planning department at Mole Valley District Council regarding the application for planning permission for the new Leatherhead headquarters.
4. A Panel member highlighted the changing working practices such as remote and more flexible working which had accelerated as a result of Covid-19 and whether that had impacted on the design of the new headquarters. In response, the PCC noted that the force had embraced the move towards more remote and flexible working ahead of Covid-19 when the project was first launched four years ago. The total floor space of the new headquarters would be less than Mount Browne and the aim of the project was to ensure that residents of the county were served to the best standard.
5. In response to a Panel member's query, the PCC clarified point 2.3 'Vacant possession of the site has been achieved' which meant that complete ownership of the site had been achieved and the main building on the Leatherhead site would remain occupied by the current tenants in order to generate revenue until the start of the building work; some ancillary buildings had been demolished.
6. Responding to a Panel member's request to receive a briefing note on the disposal strategy for Mount Browne, the PCC commented that he was happy to provide it in due course. The PCC commented that there was large interest from residents about what would happen to the Mount Browne site of which two thirds was green belt land, noting that Guildford Borough Council's Local Plan included a proposal for one-hundred executive style houses. He noted that he had a statutory duty to get the best value for money from public assets.

RESOLVED:

The Panel noted the report.

Actions/further information to be provided:

1. **R19/20** - The chosen architectural firm to lead on the design and building of the new Leatherhead headquarters will be announced in due course.
2. **R20/20** - The Panel will receive a briefing note on the disposal strategy for Mount Browne, once there was more detail on the strategy.

30/20 VICTIM AND WITNESS CARE UNIT UPDATE

Witnesses:

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion:

1. There were none.

RESOLVED:

The Panel noted the report.

Actions/further information to be provided:

None.

Witnesses:

David Munro - Surrey Police and Crime Commissioner

Alison Bolton - Chief Executive of the Office of the Police and Crime Commissioner (OPCC)

Key points raised in the discussion:

1. In response to a Panel member's query on the specific measures in place to address the high rural crime rate in Tandridge, the PCC noted that he was happy to have a separate meeting with the member - and any other Panel member with a concern - to provide more detail and he would also be discussing the matter with the Borough Commander. In the last four years of his appointment, the PCC commented that Tandridge had a large-scale problem with poaching which Surrey Police were addressing.
2. A Panel member commented that there had been many tackling rural crime strategies throughout the years which were short-lived and he asked the PCC whether he was confident of the long-term nature and effectiveness of the current strategy - noting the success in the past of Farmwatch scheme and basing sergeants in high crime locations across the county. The PCC responded that the previous strategies were invaluable as they built on the work of their predecessors and the current strategy would follow suit.
3. The Vice-Chairman welcomed the strategy and asked what progress had been made towards reinvigorating the Country Watch crime prevention initiative launched over a year ago; and what steps had been taken to ensure the provision of sufficient off-road bikes and vehicles as well as trained officers to tackle rural crime and antisocial behaviour in rural areas. The PCC responded that he would provide an update in due course on both matters.
4. The Chief Executive (OPCC) added that Surrey Police were reviewing the future use of Country Watch within the advisory group as well as looking at whether the existing engagement measures in rural areas were sufficient to aid the community-led Rural Crime team. The matter, including a time-scale for when the update would be provided, was to be followed up at the next Performance Meeting.

RESOLVED:

The Panel noted the report.

Actions/further information to be provided:

1. **R21/20** - Panel members are invited to meet with the PCC to discuss the specific measures in place to address the high rural crime rate in Tandridge and well as in other areas of concern in the county.
2. **R22/20** - An update on the Country Watch crime prevention initiative would be provided to the Panel with an indication of the time-scale for when it will be received, after discussing the initiative at the next Performance Meeting.
3. **R23/20** - An update will be provided on what steps have been taken to ensure the provision of sufficient off-road bikes and vehicles as well as trained officers to tackle rural crime and antisocial behaviour in rural areas.

32/20 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE**Witnesses:**

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion:

1. The PCC highlighted that the next Performance Meeting would be held virtually and would take place later in the week, the papers had been published publicly as usual and the meeting would be webcast.

RESOLVED:

The Panel noted the report.

Actions/further information to be provided:

None.

33/20 COMMISSIONER'S QUESTION TIME**Witnesses:**

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion:

1. Councillor Bob Milton - *Question submitted in advance:*

We are seeing a perfect storm fuelled by the easing of lockdown restrictions after months of frustration, a growing sense of social and economic injustice, continued tensions over Brexit that could well flare up again later this year and a spotlight on racial discrimination under the Black Lives Matter banner, including a high risk of action by right-wing groups. Therefore:

- a. Is the PCC satisfied that Surrey Police are prepared to deal with this 'perfect storm' and what specific action is the PCC taking to support the Chief Constable during a period of likely unprecedented demand on policing?
- b. What action is the PCC taking to ensure that diversity issues and the risk of racial discrimination within Surrey Police are being fully addressed?

In response the PCC explained that he did not believe there was a 'perfect storm' as he was satisfied that the force was in a good position to react to the continuing tensions as a result of Brexit, the current protests and the easing of lockdown restrictions. He noted that the force was continuing to monitor the tensions around Brexit which could flare up after the UK's formal transition out of the European Union. He noted there had been several demonstrations in support of the Black Lives Matter movement, in which the public had a right to demonstrate. He commented that Surrey Police were well-trained and had handled the protests well including Extinction Rebellion (XR) protests too - as the majority of people were compliant with the two-metre social distancing rule.

The PCC commented that Surrey Police were seeing some short-term pressures due to an unprecedented volume of people and minimal social-distancing at beauty spots and recreational areas such as Frensham Great Pond, Box Hill and Windsor Great Park. In those areas Surrey Police were operating under a firm but cooperative policy, issuing Fixed Penalty Notices (FPNs) where necessary. He commented that he had asked Surrey Police to have contingency plans for the re-opening of pubs and some other venues on 4 July, noting that police chief officers stated that easing restrictions on a Saturday was a concern.

The PCC stated that he was supporting the Chief Constable by commending him and Surrey Police for their continued hard work during the current climate, whilst continuing to hold him to account regarding operational matters.

The PCC emphasised that diversity issues and addressing racial discrimination were very important. Out of the nine protected characteristics within the Equality Act 2010, Surrey Police were not as diverse in terms of race and were taking the opportunity to recruit more from Black, Asian, and minority ethnic (BAME) demographics through Operation Uplift - additional 20,000 police officers across the UK pledged by the government and social media campaigns. The PCC noted that although the force had never been so diverse, it continued to encourage and diversify its recruitment through specialist teams and both he and the Chief Constable were committed to greater diversity.

2. Vice-Chairman:

- a. What priority does the PCC give to supporting Surrey Police in tackling the recent incidents in organised car racing events on Surrey highways e.g. on the A24 near Dorking?
- b. What are the policies and criteria around the greater use of dispersal orders issued by Surrey Police in recent weeks under Section 35 of the Anti-social Behaviour, Crime and Policing Act 2014, allowing the police to ask people to leave an area due to anti-social behaviour?

In response to the Vice-Chairman, the PCC agreed that since the easing of the lockdown restrictions there had been issues of speeding on the A24 north and south of Dorking. The Roads Policing unit was aware of the irritation to residents and was taking the matter seriously and the PCC would be talking to the Head of Roads Policing later in the week.

The Vice-Chairman responded that the organised car racing events on Surrey highways were more than just an irritation as residents were extremely concerned and alarmed.

The PCC responded that he would provide fuller detail on the use of dispersal orders. He highlighted the Community Trigger initiative which under certain circumstances an individual can apply for support via their local council and request help in relation to anti-social behaviour offences. It was a powerful tool but was underused and underappreciated by residents and the PCC noted that he was looking to publicise it more widely.

RESOLVED:

Panel members put their questions to the Police and Crime Commissioner.

Actions/Further information to be provided:

R24/20 - The PCC will provide detail on the policies and criteria regarding dispersal orders issued by Surrey Police in recent weeks under Section 35 of the Anti-social Behaviour, Crime and Policing Act 2014.

34/20 COMPLAINTS RECEIVED SINCE THE LAST MEETING

Witnesses:

Amelia Christopher - Committee Manager, Surrey County Council (SCC)

Key points raised in the discussion:

1. The Committee Manager noted that no complaints had been received since the last Panel meeting.
2. The Committee Manager explained that the Complaints Sub-Committee last met on 18 February to consider a complaint received before the last Panel meeting. She summarised that the Sub-Committee was satisfied that the PCC and the OPCC had followed the correct complaints procedure regarding the complainant, recommending that the PCC explained to the complainant his ability to hold the Chief Constable to account on strategic matters only.

RESOLVED:

The Panel noted the content of the report and that the Complaints Sub-Committee had received no complaints since the last Panel meeting.

Actions/further information to be provided:

None.

35/20 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME

Witnesses:

Amelia Christopher - Committee Manager (SCC)

David Munro - Surrey Police and Crime Commissioner

Key points raised in the discussion:

1. The Committee Manager commented that the majority of the actions on the tracker had been completed, thanking the OPCC for their detailed responses – to which the Chairman and PCC added their thanks.
2. She noted that two of the outstanding actions were scheduled to be completed for the September Panel and the remaining two actions were to be kept as ‘ongoing’ as they were update items.
3. The Committee Manager asked if the PCC could update the Panel in Part 2 on R7/20 concerning the EQUIP project. In response, the PCC noted that there was little new information on EQUIP and it would be provided in due course.
4. The Committee Manager highlighted the annex to the tracker which provided detailed responses to actions R5/20 regarding cost comparisons between OPCCs; and R6/20 regarding the breakdown of costs relating to the Camera Partnership.

RESOLVED:

The Panel noted the Actions & Recommendations Tracker and the Forward Work Programme.

Actions/further information to be provided:

Regarding the current action R7/20, an update on EQUIP would be provided in due course.

36/20 RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2020/21**Witnesses:**

Amelia Christopher - Committee Manager (SCC)

Key points raised in the discussion:

1. The Chairman explained the role of the Complaints Sub-Committee noting that members were required to attend meetings at short notice and their frequency varied.
2. Councillor Elmer volunteered herself as a member, filling the vacancy outlined in the report.
3. In response to Councillor Hawkins' query if she could be a member on the Sub-Committee as the six places had been filled, the Committee Manager welcomed an additional member on the Sub-Committee.

RESOLVED:

The Police and Crime Panel:

1. Agreed the terms of reference for the Complaints Sub-Committee.
2. Appointed the following members to the Complaints Sub-Committee for the 2020/21 Council year:
 - Panel Chairman - Councillor David Reeve
 - Panel Vice-Chairman - Councillor Hazel Watson
 - Councillor John Robini
 - Councillor John Furey
 - Independent Member (Once appointed)
 - Councillor Christine Elmer
 - Councillor Josephine Hawkins
3. Agreed the Police and Crime Panel Complaints Protocol.

Actions/further information to be provided:

R25/20 - The Sub-Committee membership will be updated on the Forward Work Programme 2020/21.

37/20 RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2020/21**Witnesses:**

Amelia Christopher - Committee Manager (SCC)

Key points raised in the discussion:

1. The Chairman explained the role of the Finance Sub-Group and the Committee Manager added that unlike the Complaints Sub-Committee, the Sub-Group was currently scheduled to meet once a year to discuss the proposed precept.
2. Councillor Povey volunteered himself as a member, filling the vacancy outlined in the report.
3. Councillor White volunteered herself as a member, filling the vacancy outlined in the report.

RESOLVED:

The Police and Crime Panel:

1. Agreed the terms of reference for the Finance Sub-Group.
2. Appointed the following members to the Finance Sub-Group for the 2020/21 Council year:
 - Panel Chairman - Councillor David Reeve
 - Panel Vice-Chairman - Councillor Hazel Watson
 - Councillor John Furey
 - Independent Member (Once appointed)
 - Councillor Andrew Povey
 - Councillor Fiona White

Actions/further information to be provided:

R25/20 - The Sub-Group membership will be updated on the Forward Work Programme 2020/21.

38/20 DATE OF NEXT MEETING

The next public meeting of the Police and Crime Panel will be held on 15 September 2020, this will most likely be via Microsoft Teams due to Covid-19.

Meeting ended at: 12.14 pm

Chairman

SURREY POLICE AND CRIME PANEL

APPOINTMENT OF CO-OPTED INDEPENDENT MEMBERS

15 September 2020

Purpose of the Report

1. At the 7 February 2020 Police and Crime Panel meeting, it was agreed that an open recruitment exercise would continue to be undertaken for the Panel to appoint two new co-opted independent members onto the Surrey Police and Crime Panel for a four year term.
2. The purpose of this paper is to set out the process that has been followed in order to select two co-opted independent members on to the Surrey Police and Crime Panel and to recommend appointment to the positions.

Background

3. Two compulsory non-political independent members are required to form part of the Police and Crime Panel under Schedule 6 of the Police Reform and Social Responsibility Act 2011. The co-opted independent members must not be members of local authorities covered by the Surrey Police area. In co-opting an independent member, the Act requires that the Panel must secure that (as far as reasonably practicable) the appointed and co-opted member of the Panel has the skills, knowledge and experience necessary for the Panel to discharge its functions effectively.
4. The appointment of co-opted independent members provides an opportunity for the Panel to broaden its experience, knowledge and skills. Independent members have full voting rights and are selected through a thorough, fair and transparent recruitment process.
5. Recruitment was necessary as one co-opted independent member's current term of office ended in May 2020 after serving two terms; with a further vacancy of the other co-opted independent member who from 31 October 2019 was no longer a Surrey resident or worked in the county.
6. As stated in paragraph 2.18 of the Surrey Police and Crime Panel Constitution, co-opted independent members may serve a maximum of two terms.
7. A thorough, open and fair recruitment exercise was undertaken and applications for the two roles were invited. A cross-party selection panel comprising of the Panel's

Chairman, Vice-Chairman and three Panel members met in July 2020 to consider applications and hold interviews for the roles.

8. The cross-party selection panel agreed that two candidates best demonstrated that they met the Panel's requirements, and agreed that those individuals would be recommended to the Panel for appointment to the two roles of co-opted independent member.
9. The recommended candidates have provisionally accepted their offers and have been invited to attend the Panel's September meeting awaiting the full Panel's approval of their appointment.

Recommendations

1. That Mr Philip Walker is appointed to the vacant role of co-opted independent member on the Surrey Police and Crime Panel for a four year term.
2. That Mr Martin Stilwell is appointed to the vacant role of co-opted independent member on the Surrey Police and Crime Panel for a four year term.

Next Steps

None.

Report Contact Details:

Amelia Christopher - Committee Manager:

amelia.christopher@surreycc.gov.uk

020 8213 2838

Sources/ Background paper:

Police and Crime Panels: Guidance on appointing independent and co-opted members

Surrey Police and Crime Panel - Constitution (version 2018)

SURREY POLICE AND CRIME PANEL

OFFICE OF THE POLICE AND CRIME COMMISSIONER

MEDIUM TERM FINANCIAL PLAN (MTFP) UPDATE 2020/21 to 2024/25

15 September 2020

1. Introduction

This paper provides a first look at the projections on the expected financial position of the Surrey Police Group for the period 2020/21 to 2024/25. The projection includes:

- Unavoidable costs, such as pay inflation, cost inflation and other known cost pressures.
- Years 2 and 3 of Operation Uplift investment (new officers) together with assumptions for future grant and precept changes.
- The Estate Strategy investment based on the November 2019 position although this is currently under review.
- The impact of the ICT strategy and plans as they are now.

This paper does not consider capital at the moment as the plan is being put together. However given the shortage of capital reserves there will be a greater reliance on revenue funding to meet capital investment needs in the future.

2. Funding

The 2020/21 financial settlement announced on Thursday 22nd January 2020 by the policing minister was the biggest increase in Police funding since 2010. Not only was the core grant increased but it also included additional funding to meet the pledge to increase police officers nationally by 20,000 over 3 years (Year 1 - 6,000). In addition, as in previous years, PCCs were able to raise local Band D precept by up to £10 without the need for a local referendum. This I did and the additional officers are already feeding through. I, like many others, thought that this settlement marked a change in funding for the Police after years of austerity – however how things have changed in those few months since January.

On 21st July 2020 the Chancellor announced that the “Comprehensive Spending Review¹ (CSR) would be published in the autumn and will set out the Government’s spending plans up to for the next 3 years. Given the impact COVID-19 has had on the economy, the Chancellor was clear there will need be tough choices in all areas of

spending at the review. As part of their preparations for the CSR departments have been asked to identify opportunities to reprioritise and deliver savings and so it is uncertain what this will mean for future funding. For the projection increases in core grant of between 0% and 2% have been assumed with no increases in other grants.

A further area of funding uncertainty is that around Council Tax. Due to Covid 19 Council Tax collection has suffered which may lead to a deficit of up to 3.5% locally. In addition tax base growth is likely to be minimal given the slowdown in housing delivery over the year so far. Although I have made the Government aware of both of these issues and they have promised assistance it is unclear what form this assistance may take. On top of this I also do not know what the Government's view will be on Council Tax rises. Recent years have seen larger rises permitted in order to deliver extra policing but whether this will continue in the current economic climate is hard to judge. Hence for planning purposes increases of between 0 and 1.99% have been used.

Finally the Government has also said that it is minded to review the Police funding formula over the CSR period. Whilst this is unlikely to be done in time for the 2021/22 settlement it could have a huge impact in future years. Surrey residents already pay amongst the highest proportion of police costs from Council Tax in the country and I would not want to see that proportion increase even further due to funding reductions driven by a formula review. It will be essential that the voice of Surrey is heard by Government when the review is announced.

A summary of all the assumptions is attached as Appendix A.

3. Scenarios

As there is such a high level of uncertainty 3 budget scenarios have been prepared, together with the results, as set out below:

	Surrey - Summary of MTFF Scenarios	2021/22	2022/23	2023/24	2024/25	Total
	Annual Savings Requirement	£m	£m	£m	£m	£m
1	Precept 1.99% with a 2% grant increase, inflation at 1%	(1.3)	(0.4)	(1.8)	(1.1)	(4.6)
2	Precept 1.99% with a 1% grant increase, inflation at 2%	(4.7)	(3.8)	(5.3)	(4.7)	(18.5)
3	Precept 0.0% with a 0% grant increase, inflation at 2%	(8.8)	(7.3)	(9.0)	(7.8)	(32.9)

In terms of more general sensitivity in rough terms:

- 1% of inflation costs £2.5m
- 1% grant is £0.7m
- 1% precept is £1.4m

Therefore an increase in inflation will increase the budget gap and hence the savings requirement by £2.5m whereas an increase of 1% in the precept will reduce the gap by £1.4m.

A more detailed projection for scenario 2, the most likely, is attached as Appendix B.

4. Conclusions

As can be seen in the table above it is highly likely after only 1 year of stability the Force may again have to make quite substantial savings if it is to balance its budget. It is no understatement to say that these savings will be challenging to deliver, given the efficiencies already achieved, without impacting services. However I will do everything I can, working with the Force, to minimise that impact on residents.

I and my fellow PCCs have been lobbying Government to ensure that they understand the challenges that the Police faces and that these are taken account of in the spending review. I await to see what the outcome of that will be.

An updated forecast will be prepared and presented to the panel at a later date when further information is available.

5. Recommendations

The Panel are requested:

- a) To note the initial outcome of the forecast, the likely need for additional savings and the challenge that this will present;
- b) To note the current assumptions being employed in the scenarios and the risks therein;
- c) To comment as appropriate.

David Munro Police & Crime Commissioner

15th September 2020

EQUALITIES & DIVERSITY IMPLICATIONS:

None arising.

Lead Officer: **Kelvin Menon, Treasurer & Chief Finance Officer**

Telephone Number: **01483 638724**

E-mail: **kelvin.menon@surrey.pnn.police.uk**

MTFP Base Scenario – October 2019

Appendix A – Surrey Assumptions Table

Scenario	Assumption	2020/21	2021/22	2022/23	2023/24	2024/25
All	Capital Grant	£0.2m	£0.2m	£0.2m	£0.2m	£0.2m
1	Home Office Core Grant % increase	7.5%	2.0%	2.0%	2.0%	2.0%
2	Home Office Core Grant % increase	7.5%	1.0%	1.0%	1.0%	1.0%
3	Home Office Core Grant % increase	7.5%	0.0%	0.0%	0.0%	0.0%
All	Home Office Core Grant - Op Uplift - per officer		£0.062	£0.067		
All	Op Uplift Officers FTE	78.00	104.00	78.00		
All	Revenue Support Grant £m	£29.4	£29.4	£29.4	£29.4	£29.4
All	Legacy Council Tax Freeze Grants £m	£9.2	£9.2	£9.2	£9.2	£9.2
All	Operation Uplift Performance Grant £m	2.2	No clarity over the continuation of grant assume £2.2m fixed each year			
All	New Police Pension Grant £m	£2.0	£2.0	£2.0	£2.0	£2.0
All	Precept (£10 per year increase)	3.84%				
1&2	Precept (1.99% per year increase)		1.99%	1.99%	1.99%	1.99%
3	Precept (0% per year increase)		0.00%	0.00%	0.00%	0.00%
All	Tax base increase	1.06%	0.00%	0.00%	0.00%	0.00%
1&2	Collection Surplus/(Deficit) million	£0.77	£(1.00)	£(1.00)	£(1.00)	£0.00
3	Collection Surplus/(Deficit) million	£0.77	£(1.67)	£(1.67)	£(1.67)	£0.00
All	Police Staff Pension Employer Contribution rate	16.50%	16.50%	16.50%	16.50%	16.50%
All	Police Officer Pension Employer Contribution rate	31.00%	31.00%	31.00%	31.00%	31.00%
1	Employee pay inflation		1%	1%	1%	1%
2&3	Employee pay inflation		2%	2%	2%	2%
1	General Price inflation		1%	1%	1%	1%
2&3	General Price inflation		2%	2%	2%	2%
All	Police officer salary increments £m	£0.8	£1.0	£1.0	£0.8	£0.9
All	Police staff salary increments £m	£0.2	£0.2	£0.2	£0.2	£0.2
All	Police Officer vacancy rate	2.0%	2.0%	2.0%	2.0%	2.0%
All	Police staff vacancy rate	6.0%	6.0%	6.0%	6.0%	6.0%
All	Income - Fees & Charges *1	No Change	No Change	No Change	No Change	No Change
All	General Reserve	3% NBR minimum	3% NBR minimum	3% NBR minimum	3% NBR minimum	3% NBR minimum
All	Use of Reserves		nil	nil	nil	nil
All	Revenue Funding of Capital £m increase each year		£1.0	£1.0	£1.0	£1.0
	*1 subject to review of COVID19 impact					

Appendix B – Realistic MTFF Scenario

Surrey - Medium Term Financial Forecast Q1		August-2020				
Realistic Scenario: 1.99% Precept, 1% grant & 2% inflation Increase	2020/21	2021/22	2022/23	2023/24	2024/25	Total
REVENUE COST BASE	£m	£m	£m	£m	£m	£m
Base budget	235.1	250.0	258.2	267.2	273.3	
Pay Inflation	4.5	4.3	4.2	4.4	4.5	
Price Inflation	0.8	0.9	1.0	1.0	1.0	
Other Unavoidable Costs	3.0	3.2	2.3	1.9	2.1	
Cost of Change net	(2.4)	(1.4)	(0.1)	(0.1)	0.0	
Service Growth	0.5	(0.3)	0.0	0.0	0.0	
Estate Strategy Net Impact	0.4	(0.3)	0.4	4.2	(0.8)	
Precept Investment	3.8	0.0	0.0	0.0	0.0	
Operation Uplift	5.7	6.4	5.2	0.0	0.0	
Total Cost Increases	6.3	12.9	12.9	11.3	6.7	
Gross Budget Requirement	251.4	262.9	271.1	278.6	280.0	
Annual Savings Requirement	(1.4)	(4.7)	(3.8)	(5.3)	(4.7)	(18.5)
Total Gross Budget	250.0	258.2	267.2	273.3	275.3	

FUNDING	2020/21	2021/22	2022/23	2023/24	2024/25
	£m	£m	£m	£m	£m
Home Office Grant	69.5	76.7	82.6	83.5	84.3
Revenue Support Grant	29.4	29.4	29.4	29.4	29.4
Council Tax Support Grant	9.2	9.2	9.2	9.2	9.2
Operation Uplift Performance	2.2	2.2	2.2	2.2	2.2
Specific Grant	2.0	2.0	2.0	2.0	2.0
General Reserves	0.0	0.0	0.0	0.0	0.0
Specific Reserves -					
Estate Strategy	0.0	0.0	0.4	2.7	0.0
Cost of Change	0.0	0.0	0.0	0.0	0.0
Surplus/(deficit) on Council Tax Collection Fund	0.8	(1.0)	(1.0)	(1.0)	0.0
Base precept	130.5	137.0	139.7	142.5	145.3
Taxbase Improvement	1.4	(0.0)	0.0	0.0	0.0
Precept increase	5.1	2.7	2.8	2.8	2.9
Total Funding	250.0	258.2	267.2	273.3	275.3

Financial Indicators					
	2020/21	2021/22	2022/23	2023/24	2024/25
Funding Change	14.9	8.1	9.1	6.0	2.0
Cost Increase as % of base	6.9%	5.1%	5.0%	4.2%	2.5%
Total Budget Change	14.9	8.1	9.1	6.0	2.0
Total Budget Change	6.3%	3.3%	3.5%	2.3%	0.7%
Band D £	270.57	275.95	281.45	287.05	292.76
Band D Net precept increase %	3.84%	1.99%	1.99%	1.99%	1.99%
Precept Funding increase %	4.9%	2.0%	2.0%	2.0%	2.0%
Total Precept Receipt	137.0	139.7	142.5	145.3	148.2
Precept as % of Net Budget Requirement	55%	54%	53%	54%	54%
Grant as % of budget	45%	46%	47%	46%	46%

Efficiency Savings Plan	2020/21	2021/22	2022/23	2023/24	2024/25
	£m	£m	£m	£m	£m
Strategic Change Programmes:					
Specialist Crime	(0.2)	(0.1)	(0.1)	(0.1)	0.0
Operations Command	0.0	(0.1)	0.0	0.0	0.0
Local Policing	0.0	0.0	0.0	0.0	0.0
Contact	0.0	0.0	0.0	0.0	0.0
People Services	0.0	(0.3)	0.0	0.0	0.0
C&FS (incl Estates)	0.0	(0.0)	0.0	0.0	0.0
Corporate Services	0.0	0.0	0.0	0.0	0.0
ICT	(0.5)	0.0	0.0	0.0	0.0
Force	(0.7)	(0.1)	0.0	0.0	0.0
Total of Strategic Change Programme Savings:	(1.4)	(0.8)	(0.1)	(0.1)	0.0
Annual Savings Requirement	(1.4)	(4.7)	(3.8)	(5.3)	(4.7)
In Year Surplus/Deficit	0.0	(3.9)	(3.7)	(5.2)	(4.7)
Cumulative Surplus/Deficit	0.0	(3.9)	(7.6)	(12.8)	(17.5)

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SURREY POLICE AND CRIME PANEL

CORONAVIRUS

15 September 2020

INTRODUCTION

The panel has asked for an update on Coronavirus, specifically:

- Financial implications
- Oversight and Scrutiny arrangements
- Commissioning/service funding
- Partnership arrangements

The panel is also interested in the operational policing and implications of the virus. To cover this element, a further item will be added to the informal panel meeting in October, which the Chief Constable will attend.

Financial Implications

Covid-19 has resulted in increased costs and lost income across the whole public sector. Surrey Police have not only incurred costs for PPE equipment but also additional staffing costs to cover overtime to assist with public compliance. Income from events, such as the Derby, has been lost as well as income from activities, such as dog training provided to other forces.

In total, up to the end of July, total direct costs of £1.7m have been incurred with lost income likely to be at least £0.5m.

In addition, Surrey, jointly with Sussex, agreed to participate in the national procurement of PPE so that forces across the country had access to the equipment they needed. This amounted to a further £2.275m of expenditure with the expectation that this cost would be covered by Government.

Whilst the Police received verbal assurances that all Covid costs would be met, it is only in the last few weeks that the actual reimbursement process has commenced. The Department of Health has agreed to reimburse all Police PPE costs, both local and national, but only if they are for "medical grade" PPE – a distinction that has only been made after the event. In addition, they have asked for invoices, contracts, delivery notes, orders, procurement documentation etc. to substantiate any claims. Needless to say, no money has actually been reimbursed at the time this paper was written and it is not clear when this will happen. No information has been forthcoming as to the mechanism for claiming other costs, or indeed future costs despite repeated requests to the Home Office.

In terms of income, it is likely that the Local Authority reimbursement scheme will be extended to Police Forces but again detailed guidance is awaited.

Hence it is difficult to quantify what the overall impact on the Force's budget for the year could be, but for planning purposes, a figure of £2.5m has been assumed.

Whilst not impacting the current financial year, the reduction in Council Tax collection and the tax base and the ongoing impact on the Collection Fund is a concern. A 4% fall in the collection fund would result in a £5m reduction in funding for the force which could have a real impact on services. Whilst it is welcomed that the Government is allowing the losses to be spread over 3 years, this will only be of benefit if the loss is temporary rather than a more permanent one. That said, this issue will impact all precepting bodies and no doubt will be addressed as part of the Spending Review.

Finally, in order to support voluntary organisations, the PCC approved expenditure of £500,000 from his Operational Reserve. Of this, £343,000 has been spent so far. More details are included later in this report

Oversight and Scrutiny

The PCC and the Office of the PCC have continued to work, mostly virtually, throughout the Covid-19 pandemic period. In general terms, all usual scrutiny arrangements have continued. This has included:

- The 6 monthly Performance Meetings at which the PCC holds the Chief Constable to account. The webcast meetings have continued to be publicly accessible through recordings of Skype meetings
- Continued OPCC attendance at key force meetings such as the Force Performance Board and the Local Policing Board

In terms of Covid-19 specific oversight:

- Items on Covid-19 in each Performance Meeting with the Chief Constable since March 2020
- Involvement in the force operational meeting for Covid-19, Operation Apollo, as appropriate
- Involvement in force financial meetings for Covid-19 - attended by the OPCC's Chief Finance Officer
- Access to the force performance scorecard produced weekly for Operation Apollo, accompanied by OPCC briefing notes for the PCC
- Regular informal meetings between the PCC and Chief Constable, including briefings on areas with specific concerns
- PCC attendance at SCC-led Local Engagement and Outbreak Board
- Links to SCC-led recovery streams where appropriate

In addition, all major projects, such as Building the Future, Safer Streets Funding, Victim Service Commissioning, complaints etc have continued to function during this time.

Commissioned Support Services

The outbreak of Coronavirus has presented commissioned services with numerous challenges and the OPCC has been working closely with providers throughout, managing risk through our relationships and with a collaborative approach, ensuring the needs of service users are met.

Firstly, at the very start of the outbreak, the PCC recognised the need for emergency funding for services to put in place service adaptations. The PCC freed up £500,000 from his operational reserve and we reached out to all commissioned services to promote an opportunity to bid for funding. To date a total of £343,000 has been approved for 38 projects. These range from ensuring effective PPE supplies (the unexpected cost of this for voluntary services should not be under-estimated), through to increasing detached youth work, providing additional IT/equipment for homelessness projects and services working with those affected by domestic abuse. Together with our partners (Surrey County Council and Surrey Community Foundation) we have also established a brand new refuge for women and children fleeing domestic abuse. Further details of policy areas receiving funding can be found here:

<https://funding.surrey-pcc.gov.uk/funding-stats/>

In May 2020, the Ministry of Justice (MoJ) secured £25m emergency funding which was part of a £76m government package of support to charities working with vulnerable people, including victims of domestic abuse and sexual violence. In Surrey, £404,000 of this funding was provisionally allocated to the PCC to work with local services to identify potential gaps in provision caused by Coronavirus. The opportunity for services to bid for the funding was heavily promoted by both the MoJ and the OPCC but it should be noted, this is short-term funding as the criteria meant the funding could only be used to cover costs from March to October 2020. It was also split into ring-fenced pots for commissioned and non-commissioned services. The PCC commissions all specialist providers of domestic abuse outreach and refuge support in Surrey, therefore this limited bidding potential.

That being said, Surrey PCC worked collaboratively with service providers to push the boundaries and maximise the potential, successfully securing £337,000 in funding. We have been able to fund new services, such as therapeutic sessions for children affected by domestic abuse at Viewpoint, which offers powerful horse-based interventions for young people. We have ensured current providers are equipped to engage with their clients in the best possible way, including the provision of individual play therapy boxes (to be Covid-safe) for children affected by sexual trauma, supported by statutory service provider, Surrey and Borders Partnership.

The full breakdown of recipients of the MoJ funding is shown below:

Supplier	Amount
Surrey & Borders Partnership	5,319.00
Rape and Sexual Assault Support Centre	11,529.00
Surrey Minority Ethnic Forum	9,894.00
Citizens Advice Elmbridge West (NSDAS)	41,327.05
YourSanctuary	60,851.96
Citizens Advice Waverley (SWSDA)	52,685.50
Surrey Drug & Alcohol	31,500.00
Crimestoppers	12,700.00
YMCA Downslink	4,700.00
East Surrey Domestic Abuse Service (ESDAS)	95,606.00
Viewpoint	4,800.00
The Counselling Partnership	6,580.00
	337,492.51

The OPCC has also been working with local partners to identify new ways to engage the community in assisting with problem solving and on 9 July 2020, Lisa Herrington, Head of Policy and Commissioning was a guest speaker for the Community Foundation for Surrey domestic abuse webinar, alongside ESDAS Chief Executive Michelle Blunsom MBE and DA survivor, Kerry. As a result of people listening to the importance of this support work provided by ESDAS and the other three specialist services in the county, a total of over £87,000 has been donated by the community for the services. A truly outstanding contribution.

There is now much discussion about recovery and renewal but in many ways this is too premature. Coronavirus is not a linear event and the adaptations we have put in place may need to persist for a very long time to come. What is needed now is long-term sustainable funding for vulnerable people who have been disadvantaged by Coronavirus. Lockdown has been extremely harmful for adults and children experiencing domestic abuse and their recovery will not happen without long-term specialist support.

Partnership working

At the outbreak of Coronavirus, Surrey PCC and partners recognised early on the increased risk for those experiencing domestic abuse and new governance structures were set up immediately, including the Domestic Abuse Executive, chaired by the late Dave Hill, SCC Director of Children's Services. Women's Aid Change That Lasts Pilot Coordinator (Surrey), Ann Lyttle, liaises with national Women's Aid colleagues across the country and reported back to partners that only Guernsey along with Surrey had responded so rapidly and effectively to domestic abuse – as previously mentioned, our response included the opening of a new refuge in our county.

Another area of spiking activity is anti-social behaviour. In response we and Surrey Police have done the following:

- Op Apollo have been producing hot spot maps which are sent to partners so that targeted action can be taken on repeat addresses/areas of ASB
- With partners, Joint Action Groups have been established for those hot spot areas to work in partnership to find ways of tackling the issues
- Borough Commanders are actively engaging with the community in areas of increased ASB and using social media to ensure messages around dispersal orders for example are shared
- The Police with partners have regularly used the ASB powers available to them, successfully using dispersal orders and closure orders to reduce ASB in hotspot areas or close properties being used for county lines and drug activity.
- Surrey Police have been working with the voluntary sector and Surrey Clubs for Young People who have been going out with the Neighbourhood Teams to engage with young people to discuss the lockdown rules, respect for the community and how they might access support. This was paid for through the PCC's Coronavirus funding.
- Other organisations such as East Surrey YMCA, The Matrix Trust and Eikon have been running online sessions and are starting to do face to face engagement but many of their staff have been furloughed. The PCC has funded youth organisations through the Community Safety Fund to run detached youth work.
- Surrey Mediation have shifted to online support for those experiencing ASB and have received funding from the PCC to increase their paid coaches in light of the increase in ASB. They have reported a significant increase in referrals in quarter one (61 in total) and these are generally more complicated and the disputes harder to resolve. They are predicting almost a 50% increase on last year's referrals for the ASB Support.
- Young people whilst not in education, employment or able to use traditional entertainment are also at risk of exploitation and harm and we are working with partners to raise these concerns through appropriate governance structures, including the Surrey Children's Safeguarding Executive and their recovery discussions.

The OPCC is a member of the Surrey Homelessness Multi Agency Group which has recently been recognised in a Local Government Association publication as good practice. The group was established to better support Surrey's homeless population during COVID-19 and in the longer term.

The group first met in April 2020 with an aim to:

- Support the health needs of newly accommodated rough sleepers
- Reduce the wider health impact of COVID-19 on people facing homelessness and reduce avoidable admissions to hospital and A+E
- Ensure outbreaks are reported and managed in line with regional PHE guidance
- Support partners during transition from lockdown so they are better positioned to provide the wrap around support needed to allow people to get and retain newly acquired accommodation

Surrey's Homeless Multi-Agency Group (MAG) has enabled oversight of the response to homelessness by all relevant support agencies. Issues concerning access to primary care, mental health or substance misuse were reviewed by the group so as to better identify how existing provision could provide a solution. The group also linked up to address resource gaps and joint issues, including around reporting and funding (enabling additional resources to be identified); managing discharge from hospitals, mental health care facilities and prison release; as well as complex situations (e.g. where individuals need high support accommodation, which requires additional resources).

The Homeless MAG enabled a homeless triaging pathway that has been sent to all district and borough housing teams and has also supported the development of the homelessness section of the Local Outbreak Plan. It worked collaboratively with housing managers across all 11 Boroughs and Districts to monitor number of cases of suspected or confirmed COVID-19 cases amongst this population, reduce transmission and ensure that any outbreaks are handled appropriately. This helped to identify and resource suitable units to ensure people were able to self-isolate as needed. It also offered a pathway to share learning from COVID-19 positive cases that arose.

Some key achievements of the Surrey Homeless MAG are:

- Simplification and acceleration of access to community substance misuse support
- People were better able to access crisis mental health support
- Enhanced understanding and use of GP and other primary care offers for homeless people
- Provision of assistance with practical help, including putting specialist security in place in potentially volatile emergency housing
- Enhanced understanding of services available through the third sector
- Provision of suitable land and pods to better enable individuals to appropriately self-isolate in the event of increased COVID-19 cases
- Supported an outreach proposal for the provision of the flu vaccine at suitable community locations to improve access for rough sleepers and those in emergency / temporary accommodation.

The PCC has also directed funding towards Surrey Police initiatives aimed at reducing speeding and vehicle noise nuisance, which has been identified as a community concern since the relaxation of lockdown.

We are also working with Criminal Justice partners to address the pressures that have arisen as a result of Covid-19. This includes working to minimise the significant impact of delays to justice due to court closures, which is putting a huge strain on the Surrey Police Victim and Witness Care Unit as it seeks to support those whose court cases are amongst the increasing backlog. In addition, we are looking to co-commission enhanced substance misuse support for those residents who have found it the most difficult to confront their offending and drug and alcohol misuse behaviour.

RECOMMENDATION

That the Police and Crime Panel note the report.

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SURREY POLICE AND CRIME PANEL

SURREY POLICE RECRUITMENT AND WORKFORCE PLANNING

15 September 2020

INTRODUCTION

The panel has asked for an update on Recruitment and Workforce Planning including:

- Updated tables from November 2019.
- Retention rates/ unplanned leavers
- Plans to attract more officers, including BAME
- Use of PCSOs and how they complement the work of officers

UPDATE TO TABLES

Overall, as at July 2020, Police Officer strength in Surrey Police was at around 1980 officers. With planned intake and expected levels of leavers, Surrey Police is predicted to meet the budgeted target of 2020, as shown in the table below.

	2018/19	2019/20	2020/21
Budgeted Officers	1874	1917	2022
Actual numbers as at 31st March	1882	1928	To be published in 2021

The latest recruitment table is shown overleaf:

Date Recruited (Started Training Phase at HQ)	Total Number in Cohort	Stage of Process as of 15/06/2020	Commencement of Next Stage
May 2019	30	Training complete and Independent Patrol Status gained 15/12/2019- now working as a deployable resource on NPT and assigned to rotas.	N/A
July 2019	27	Training complete and Independent Patrol Status gained 24/02/2019- now working as a deployable resource on NPT and assigned to rotas.	N/A
Nov 2019	35	Training complete and Independent Patrol Status gained 21/06/2020, now working as a deployable resource on NPT and assigned to rotas.	N/A
Jan 2020	24	Training complete and Independent Patrol Status gained 09/08/2020, now working as a deployable resource on NPT and assigned to rotas.	N/A
March 2020	48	Currently at week 15 of their 20 week divisional street duties.	This Cohort will be assigned to rota and receive Independent Patrol Status as of w/c 04/10/2020. Borough allocations are currently being decided.
May 2020	41	Currently at week 4 of their 20 week divisional street duties.	This Cohort will be assigned to rota and receive Independent Patrol Status as of w/c 13/12/2020.
July 2020	42	Currently at week 4 of their 9 week initial training at HQ. This is the first cohort of DHEP probationers.	This Cohort will start their 20 week divisional coaching on 05/10/2020
Oct 2020	48	This Cohort will start their 20 week divisional coaching on 05/10/2020	This Cohort will start their 20 week divisional coaching on 14/12/2020

The unplanned leaver rate (officers leaving for reasons other than retirement) is currently 5.8%, compared to 6.1% in the previous year. This is thought to be due to fewer career moves during the Covid-19 pandemic. Surrey Police will plan future recruitment cohorts to adjust to any significant change in the leaver rate, but has not re-planned at this current time as the rate could increase again when the pandemic effect has lessened.

In terms of postings, all new officers get posted to local neighbourhood teams. However, actual posts have increased in four areas, with existing staff in neighbourhood teams potentially moving to more specialist posts:

- Prevention and proactivity – this includes preventative activity and neighbourhood policing - including 22 neighbourhood specialist officers in 2019/20 and 8 in 2020/21 and 11 additional Youth Intervention Officers
- Vulnerability – focussing on people and communities that need more support and assistance - including additional officers working on tackling and investigation Domestic Abuse and Sexual Abuse
- Understanding and meeting demand – investment to better understand demand and forecast to meet that demand - including officers working in first level contact with victims to resolve cases
- Operational efficiencies and enablers – investing in areas of the business that continue to support the front-line, enable investment and deliver greater efficiencies - including officers working in the Criminal Justice department to build court case files

The long term ambition for increases currently remains as presented to the Panel in November. The 2020/21 increases shown above contribute to this table and further contributions will be expected in 2021/22. A more detailed breakdown of this table was provided in Part Two to the panel in November 2019. This growth strategy was developed in 2019, but by the end of March 2021, Surrey Police will be half way to achieving this level of growth.

FTE Growth by Strategy	Officers	Staff	Total
Prevention & Proactivity	215.0	93.5	308.5
Vulnerability	72.0	6.0	78.0
Meeting Demand	31.0	35.0	66.0
Organisational Efficiencies & Enablers	19.0	35.0	54.0
Total	337.0	169.5	506.5

PLANS FOR RECRUITMENT

Surrey Police is currently running a continuous recruitment campaign for new police officers, with two entry routes:

- Police Constable Degree Apprenticeship (PCDA) for those who don't have a degree and wish to study for one whilst undertaking police officer training
- Degree Holder Entry Programme (DHEP) for those who hold a degree

Direct entry routes for existing detectives also continues.

In terms of attracting BAME and candidates from other under-represented groups, Surrey Police are running a series of PC recruitment information evenings for under-represented communities in 2020. A recent event was held on Thursday 20th August, also attended by the OPCC policy officer for diversity. At these events the Surrey Police Inclusion Team who support under-represented groups outline the support that is offered, existing officers share their experiences and there is chance for people to ask questions of the Inclusion Team and the Vetting Department. More information about these sessions can be found here: <https://surreypoliceinclusion.eventbrite.co.uk>.

Surrey Police also plans to review its unconscious bias training and include specific examples of discrimination and bias towards under-represented groups. For police officer and PCSO recruitment, there are plans to create mechanisms of support for BAME applicants who are unsuccessful.

The Positive Action Team regularly engage with diverse communities in Surrey and surrounding areas. The team plan to continue to arrange and attend community engagement events, as well as run in-house recruitment information workshops and webinars. In 2019 the police National Assessment Centre pass rate for white applicants was 72.4%, compared to a BAME pass rate of 52.5%. As such the team provide ongoing support to applicants through mentoring and skill development workshops. The team will also maintain a regular review of policies, processes (including internal recruitment) and job adverts to improve transparency and increase the number of applications from underrepresented groups.

Surrey Police also has a bespoke mentoring scheme which is aimed at guiding applicants from diverse communities through the recruitment process.

More information can be read here on the Surrey Police website:
<https://www.surrey.police.uk/police-forces/surrey-police/areas/careers/careers/police-officer-jobs/>

POLICE COMMUNITY SUPPORT OFFICERS (PCSOs)

PCSO numbers are currently at around 150 against a budgeted level of 120. There was a deliberate decision to over-recruit last year, to assist in front-line policing whilst police officer recruitment took place. Surrey Police aren't currently recruiting for more PCSOs.

PCSOs have a vital and unique role within our communities, they are our frontline, providing a visible uniformed presence every day. They help to tackle crime such as anti-social behaviour, providing reassurance to the public as well as working to understand their local issues. PCSOs have a variety of policing powers to enable them to bring to justice those who seek to disrupt or bring harm to all that live, work or travel through our county.

Typical shifts could involve:

- Carrying out highly visible foot patrols
- Attending public events
- Working with young people and local schools
- Speaking with community, religious and business leaders
- Providing crime prevention and safety advice.
- Collecting CCTV evidence
- Making house visits to gather intelligence
- Protecting crime scenes until Police Officers arrive

RECOMMENDATION

That the Police and Crime Panel note the Surrey Police plans for recruitment and workforce planning.

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SURREY POLICE AND CRIME PANEL

BUILDING THE FUTURE – UPDATE

15 September 2020

1. INTRODUCTION

The purpose of this report is to update the Panel on key aspects of delivery for the strategic change programme ‘Building the Future’ (BTF) since the Panel’s last meeting in June 2020.

The Building the Future Programme was initiated in August 2016 with an initial high level strategic business case approved in April 2017 approving the overall financial envelope and the purchase of the 10 acre new HQ site in Leatherhead. In October 2019 the BTF Project Board approved an updated version of the April 2017 case.

2. PROGRAMME PROGESS

The PCC chaired a meeting of the BTF Board on 18th August where a number of key decisions and papers were considered. Updates since the last panel include:

Completion of RIBA Stage 1

The Royal Institute of British Architects (RIBA) Plan of work is the recognised industry process for the development of the design and construction of buildings. The plan has 7 stages, from Strategic Definition through to Use of the Building. The Board considered the operational and financial case for the project as it reached the end of RIBA Stage 1 and the PCC has now agreed to commit expenditure to move to, and complete, RIBA Stage 2 (Preparation and Brief).

The Strategic Business Case financial position has been informed by the existing and newly procured external consultant team and includes not only the financials supporting the new HQ build in Leatherhead, but also all other projects that are contained within the BTF Programme, required as a direct consequence of the new HQ project such as the re-provision of the dog school, agile working and supporting technology and the re-provision of neighbourhood facilities. The new HQ cost plan will, throughout the next stage of the project, be refined as the actual size, construction and buildability are considered in more detail and as the project risk profile decreases.

The BTF Programme Director will work closely with the external design team through the next stage of the project to achieve a building design that meets the

operational and functional needs of the Force as set out in the RIBA Stage 1 documentation and importantly, that aligns with the original, approved funding envelope.

Disposal of Existing Estate – progress with disposal plan

Early in 2017, Bruton Knowles, Surrey Police incumbent commercial surveyors were commissioned to determine the likely capital receipts of the 6 sites earmarked for disposal (Mount Browne, Reigate, Woking, Burpham, Godstone, Stokes House), assuming planning permission was granted for residential redevelopment. A further sensitivity analysis was carried out in June 2020 to reflect changes to the residential housing market and this report was considered by the PCC at the August BTF Board.

Appointment of Architectural Team

At the point of writing, the appointment of the architectural team is almost at the stage of completion.

Impact of Covid

The PCC continues to be apprised of the likely impact of Covid on the BTF project. There are many uncertainties around the financial implications for the project given the pandemic, but it is likely also to have an impact on future workplace design in 2 key areas:

- a) The ‘new normal’ is for staff to work from home, and in a more agile way. It is anticipated that this trend will continue with more staff choosing an alternative work pattern in terms of where, when and how they will work. This is deemed positive and will impact the design and projected size of the new HQ Build
- b) Recent British Council of Offices guidance has outlined the need for more space to be allocated in the workplace for those that need to be office base. Future workplace standards are evolving, so key to the design of the new building is flexible, adaptable space that can be repurposed quickly and cheaply

Working with Partners

There is significant opportunity within the programme to deliver on the strategic Government initiative of the One Public Estate agenda. Positive discussions have progressed with a number of public-sector partners to look at mutually beneficial estates solutions delivering overarching benefits for the collective public purse. This could result in co-location with others which would see a long-term revenue income stream for Surrey Police and reduced public estate footprint across the county.

RECOMMENDATIONS

That the Panel note the contents of this report.

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

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SURREY POLICE AND CRIME PANEL

POLICE COMPLAINTS REFORM

15 September 2020

SUMMARY

This report reminds the panel of the main changes to the police complaints review system and details how they have been implemented in the Surrey OPCC.

BACKGROUND

The Policing & Crime Act 2017 introduced a significant change to the Police Complaints system, building on the previous years' reforms both of the complaints/conduct system, and of police governance in the form of PCCs. The reforms were intended to improve public confidence in the police complaints process.

Each police force continues to be the body to which people make their complaint or expression of dissatisfaction. The OPCC has no role in this initial stage of complaint. For Surrey Police, the Professional Standards Department (PSD) is the 'Appropriate Authority' (AA) as set out in the legislation for receiving complaints.

The main impact for PCCs and their offices is in regard to public complaints. The legislation now requires PCCs to take over the appellate function previously currently carried out by Forces' PSDs (Professional Standards Departments) for what used to be termed 'Local Resolution' level complaints.

The changes were expected to come about during Spring 2019 but, due to difficulties in parliamentary timetabling, this timescale was delayed. OPCCs were informed in January that the regulations would be coming into force on 1st February 2020.

In short, PCCs had 3 models to choose from in terms of their new function. These are summarised as:

- Model 1 – this was the minimum requirement from PCCs and required PCCs to review complaints cases if requested from the public to consider whether the Force had taken proportionate action and then contact the complainant with the outcome. This role was carried out by PSD until February 2020. Where the PCC feels that either the complaint was not handled correctly, or the outcome was not appropriate, then recommendations can be made that the Force take action to rectify this. However, it is important to note that the PCC has no power to direct that remedial action take place as the Chief Constable retains operational control. Initial complaints would be handled by force PSDs.

- Model 2 – included the elements outlined in model 1, but with the additional responsibilities for the OPCC for receiving complaints, contacting complainants, and then either recording the matter formally under the Police Reform Act (PRA) 2002, or attempting to informally resolve the issue for the complainant.
- Model 3- incorporated models 1 and 2 and gave the OPCC the additional responsibility for keeping the complainant updated throughout and providing the outcome letter.

REVIEW MODEL FOR SURREY

In Surrey, the PCC decided to adopt Model 1. This was the model taken on by most PCCs, including all other PCCs in the South East region. This was the least costly model for the OPCC and ensured that the initial complaint or dissatisfaction was dealt with by the delivery organisation.

There were various options for how to carry out the review function, which was to be decided by the PCC. The most popular method used by PCCs (including Sussex, Thames Valley and Kent) was to either employ someone specifically to carry out the role or to use existing staff to make review decisions on behalf of the PCC.

In Surrey, the PCC decided to employ a Complaints Review Manager (CRM) on a part-time basis. Current staff within the OPCC did not have the capacity to absorb the review work but would support the new CRM.

The role was advertised and a selection process took place resulting in the appointment in mid-March 2020 of a recently retired senior police officer from a neighbouring force's PSD who had the relevant experience of complaint handling.

THE PROCESS OF COMPLAINT RESOLUTION

The new legislation came into place on 1st February 2020 and applied to all complaint cases coming to the attention of Surrey Police PSD from that date.

Under the terms of the Police Reform Act (PRA), the AA makes an assessment of each new complaint by placing it in one of the following categories:

- Non schedule 3 – These represent low level dissatisfaction with police actions. They are recorded as complaints and forwarded to local supervision to address by way of SR (service recovery). There is no right to review at the conclusion of the process.
- Schedule 3 - Otherwise by Investigation. These relate to complaints which are still assessed as 'low level' in that they are not so serious that the officer/staff would be subject to criminal or misconduct proceedings, however there is a

need to determine whether the service provided by police was acceptable or not, therefore a more formal response is required. In effect, this is the 'old style' Local Resolution. This category also applies to Non-Schedule 3 cases (above) where the complainant is not willing to be involved with Service Recovery. The complaint is resolved by PSD who provide an outcome letter to the complainant. There is a right to review the outcome by way of the OPCC.

- Schedule 3 - Subject to Special Procedures. These are the more serious matters where it is alleged that an officer/staff may have committed a criminal offence or misconduct so serious that, if proven, would justify formal misconduct proceedings (i.e. a hearing or meeting.) These matters are subject to a formal investigation by PSD or, where applicable, the Independent Office for Police Conduct (IOPC). There is a right to review the outcome of PSD investigations by way of the IOPC.

The OPCC therefore has a responsibility to review complaint outcomes relating to the middle category only.

'Schedule 3 - Otherwise by Investigation' complaints in Surrey are handled solely by the PSD. As the name suggests, they are not subject to a formal investigation and the subject officer is not served any Regulation 17 notice. PSD are, however, expected to gather all available relevant evidence and address each allegation by determining whether the service provided was acceptable and whether or not there are areas for individual or organisational learning. At the conclusion, a final outcome letter is provided to the complainant explaining its findings. Contained within this letter is a paragraph explaining the right to request a review and the means of how to do so.

THE ROLE OF THE COMPLAINTS REVIEW MANAGER.

The role of the Complaints Review Manager (CRM) is to conduct such reviews on behalf of the Surrey PCC.

Requests for reviews are received either by:

- Online submission via a link on the OPCC website
- Email or letter sent direct to the OPCC
- Email or letter sent (mistakenly) to PSD or IOPC and forwarded by them to the OPCC.

Only written requests are considered and any complainant making a request over the phone is advised accordingly.

Under the terms of the IOPC Statutory Guidance, there is no requirement for a complainant to state any grounds for their appeal.

The CRM must first decide whether such a request is applicable. Grounds for rejection at this stage include:

- The OPCC is not the correct appeal body, i.e. it should be the IOPC instead

- The request is out of time – there is a 28 day limit in which to lodge a request for review
- The PSD have not yet completed their enquiries. A request for review only becomes valid once a final outcome letter has been submitted by PSD.

PROCESS USED BY THE CRM

On accepting a valid request for review, the CRM sends a formal letter to the complainant introducing himself and identifying his role. A target date is set by which time the complainant will receive a report detailing the CRM's review. This target date was initially 28 days, however, as of 1st August, it has been increased to 56 days. While the 28 day target had a 100% compliance rate over the first four months, due to a sudden rise in requests for review during June and July, it was determined that an extended timeframe would be more accurate and would more realistically manage complainants' expectations.

The new 56 day target is still considered to be reasonable when in comparison to former times when the equivalent appeals were conducted by the IOPC (then IPCC) within a 3-6 month timeframe.

There is no time for completion date specified within the IOPC Statutory Guidance.

The CRM also notifies the AA that a review has been requested and they inform the subject officer/staff.

In conducting a review, the CRM reviews all available evidence which typically could include:

- Initial complaint form
- Decision to Log and Record (DTLR) form of PSD
- CAD records relating to the incident
- Niche records including occurrence logs, crime reports, custody records
- Body Worn Video (BWV)
- CCTV
- Officers' written accounts
- Witness statements
- Correspondence between the complainant and PSD
- Attempts made at Service Recovery
- Force Policies
- Final Outcome Letter by a D.I. of PSD
- Request for Review and representations made by the complainant

This review is a remote process and once all relevant evidence has been established, together with any representations made by the complainant, there is no further physical or phone contact with either the AA or the complainant.

The purpose of the review is to determine whether the handling of the complaint by PSD was reasonable and proportionate. This incorporates whether sufficient enquiries were conducted in resolving the complaint and whether the outcome was a fair one.

At the conclusion of the review, the CRM provides a detailed report explaining his findings. A copy of the report is submitted to both the AA and the complainant. The decision of the CRM is final and there is no right to appeal this decision. If still dissatisfied, the complainant's only recourse is to request a judicial review.

If the CRM finds that the outcome is not reasonable or proportionate he may make a *recommendation* to the AA to remedy the dissatisfaction of the complainant. There is no power to make any *direction* to the AA.

Where a recommendation is made to the AA, the AA must consider that recommendation and respond in writing within 28 days stating whether they accept that recommendation and, if they do, the steps they will take to comply. If they do not accept it, they must state the reasons why. A discussion may take place between the AA and the CRM prior to any decision being made by the AA.

STATISTICS

Year	Total requests received	Review Accepted	Review Not Accepted	Review Not Upheld	Review Upheld	Review Yet To Be Completed
01/02/20 to 10/08/20	36	30	6	18	3	9

OBERVATIONS

(i) Total Requests Received.

In the 27 weeks since the introduction of the new legislation on 1st February 2020, the OPCC has received 36 requests for reviews.

Due to the transition from the former process to the new, the first request for a review was not received until 18th March, therefore in effect, the 36 requests have been made over a 21 week period.

Since mid-March, the reviews have been received on a constant basis with little sign of any peaks and troughs. There has been no single event that has prompted any sudden rise in complaints requiring review to distort the figures.

On this basis, if the current rate of reviews is to continue, the total figure over the first 12 months is projected to be around 90.

Although any comparison with past years cannot be exact due to this being a new procedure under new legislation, it is fair to accept the new review process for the OPCC has replaced the former Local Resolution. In the 12 month period 01/04/18 to 31/03/19, there were 50 LR appeals considered by the then appeal body, the Head of PSD.

It is likely therefore that there will be a substantial increase in the number of appeals/reviews in the first year of the task being conducted by the CRM on behalf of the PCC.

(ii) Review Accepted

Of the 36 requests received to date, 30 have been accepted as meeting the criteria requiring a formal review.

Of the 30 requests that have been accepted for review, the nature of the complaint can be divided into two broad categories:

(a) Complaints regarding a poor investigation by Surrey Police. 22 requests for review were received relating to such complaints. The alleged poor investigations or poor service involved matters of:

- Neighbourhood disputes (7)
- Domestic abuse (6)
- Criminal investigations (6)
- Child protection (2)
- Missing persons (1)

(b) Overbearing conduct by Surrey Police. 7 such requests for review were received for matters including:

- Wrongful arrest and conviction
- Illegal searches
- Breaches of PACE

(iii) Reviews not accepted/ not completed

Of the 36 requests received to date, 6 cases have not required the CRM to complete a full review.

The reasons for this are:

- 3 cases where the complainant has submitted requests or sufficient correspondence requiring a response from the CRM, however has then decided to withdraw from the process or has simply not engaged any further.
- 1 case was out of time (i.e. request made after the 28 day deadline)
- 1 case involved the request being made too early (i.e. before PSD had completed their investigation)
- 1 case of wrong appeal body (it was forwarded to the IOPC)

(iv) Review Not Upheld

The majority of reviews are not upheld because the CRM has decided that the service provided to the complainant was reasonable and proportionate. Of the 21 reviews completed to date, 18 have been not upheld.

This high figure is not surprising because all complaints are initially handled by the Professional Standards Department who are trained, experienced and accustomed to dealing with such complaints, therefore there is a good level of competence in complaint handling at source in Surrey.

This differs from some other police forces where complaints of this level are forwarded to supervisors on local divisions and departments for them to resolve with the complainant. This ‘widened pool’ of complaint handlers can result in some complaints being handled by supervisors without the necessary skills or experience.

(v) Upheld reviews

To date, 3 reviews have been upheld by the CRM.

By way of comparison with previous times, annually 5-10% of all appeals against Local Resolutions were upheld by the appeal body, the Head of PSD. The current rate is c.14%, however the number of cases is too low to make any meaningful comparison.

The reasons for upholding these three reviews have been:

- Complaint allegation not being properly addressed (2 cases)
- Insufficient enquiries carried out to resolve complaint.

On each occasion, the CRM has made separate contact with PSD to advise as to his decision and recommendation on the further action required.

A copy of the final review report has then been submitted to both PSD and the complainant outlining the position.

On one occasion only, there has been an initial disagreement by the AA with the CRM’s decision, however this resulted in a meeting which successfully resolved any dispute.

(vi) Review Yet To Be Completed.

There are currently 9 cases awaiting consideration. Given the CRM works part-time on a 15 hours/week basis, this represents approximately 5 weeks' worth of work.

RECOMMENDATION:

That the Police and Crime Panel notes the update to the management of the new complaints regulations within the OPCC.

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SURREY POLICE AND CRIME PANEL

FEEDBACK ON PERFORMANCE MEETINGS

15 September 2020

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, one Performance Meetings has been held – 2 July 2020.

2 July 2020 – Private Meeting

Agenda items were:

- Performance Report
- Environmental Strategy
- Finance Report
- Value for Money Profiles
- Domestic Abuse
- Employee Opinion Survey
- Rural Crime

The Chief Constable went through the full force **Performance Scorecard** to cover current trends. Points to note were that:

- The unplanned leaver rate is down, thought to be due to less staff moving jobs in the current Covid-19 pandemic
- The national confidence measure showed Surrey back up into the top ten, having dipped down to 13th in England and Wales
- Numbers of recorded repeat domestic abuse offences had increased. Over time the force will want to see this measure go down, but currently the increase reflects better identification and recording
- Repeat missing individuals continues to show a downward trend, likely to be Covid-19 related. However, cases that have occurred during lockdown have been very difficult to tackle for local teams
- Anti-Social Behaviour (ASB) satisfaction had gone down. The expectation is that this will go down further in the next set of statistics as some public felt that police were not tackling COVID regulation breakers as well as they might.
- Although acquisitive crime such as burglary has reduced in recent months, the Chief Constable explained that there has been a sharp increase in recent weeks of high harm offences - serious violence, serious domestic-related sexual offences and domestic abuse. There has been a corresponding increase in positive outcomes. Cases of people with mental health needs and in crisis were involved in a number of high harm cases.
- Initial data was showing that more victims were withdrawing support for criminal justice processes during the pandemic. The PCC asked whether victims were put off reporting some incidents by having to surrender their mobile phones to police. An action was taken for the force to look into this.

In November 2019, the PCC and Chief Constable pledged to work towards being a Carbon Neutral organisation. An item was taken to update on the Force's **Environmental Strategy** to achieve this aim. Action planning was in place but the strategy needed some external expertise to move forward. The strategy will come back to the Performance Meeting in November.

The **Finance Report** was projecting an overspend in relate to Covid-19 costs incurred to date. Weekly Chief Finance Officer meetings were being held to review expenditure and levels of Government funding. Recruitment to meet the planned increases to officer numbers, both as a result of the rise in precept and the Government's Police Uplift Programme funding, was continuing to schedule. Other cost pressures to be managed included the national police pay award. The PCC asked for a report back on Proceeds of Crime Act receipts and expenditure.

Each year the HMICFRS (Her Majesties Inspectorate of Constabulary and Fire and Rescue Services) publishes **Value for Money Profiles** on an online platform. These profiles look at costs, staffing and crime comparing forces in England and Wales. There are some difficulties with ensuring all forces report

data in the same way, however the profiles do provide an indication of costs and other comparisons. The PCC has asked for reports on any areas of significant variances for Surrey Police and the force has been working through all of the profiles. Areas of interest considered in this meeting were 'dealing with the public', where Surrey appears to spend more than other forces, low spending on criminal justice arrangements, low spending in tackling cybercrime and comparatively high levels of staff leaving the organisation. Further detail and explanation was given for each of these areas.

A regular paper updating on progress in tackling **Domestic Abuse** (DA) was presented and discussed. It was reported that the new Body Worn Video system roll out was going well - this being an important tool in taking cases forward to court. Editing and submission is now much smoother and cases have been taken forward without statements from the victim. The Deputy Chief Constable is leading some work on how policing handles DA reports from within the service and local support services are involved in this work. An update was given on work to identify and manage DA perpetrators.

The last **Employee Opinion Survey** took place a few months ago and generally showed positive trends. Three key issues were highlighted which Surrey Police is addressing. These were:

- Clarity of what Surrey police are trying to achieve - work is near completion with regard to the force vision and business plan
- Removing of 'hindrance stressors' - for example faulty IT, overly-bureaucratic business processes
- Getting sleep and rest - the force is putting in help packages for this

An update was given on the **rural crime** strategy. The action group work had slowed down during Covid-19 lockdown but was getting up and running again. More joint work was reported with the RSPCA. Customer satisfaction for victims of rural crime had improved and were at similar levels to the overall level of satisfaction.

An update was provided on **Covid-19** under Any Other Business in terms of funding and crime trends. The PCC thanked all officers and staff for their hard work over the last few months.

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

15 September 2020

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 be submitted in advance and 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

COMPLAINTS RECEIVED SINCE THE LAST MEETING

15 September 2020

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.
- 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.

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.

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 3.1 The Complaints Sub-Committee have received one complaint since the last Panel meeting.
- 3.2 Appendix A sets out details of the complaints considered by the Panel since its last meeting and the action taken.

4.0 EQUALITIES AND DIVERSITY IMPLICATIONS

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

5.0 CONCLUSION AND RECOMMENDATIONS

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

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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Complaints considered since the last PCP meeting of 30 June 2020

Date received	Nature of complaint	Did the complaint, or an element of the complaint, relate to conduct of a relevant office holder?	Did the complaint, or an element of the complaint, relate to an alleged criminal offence?	Details / Action taken
16 July 2020	<p>Ref: PCP 0034 –</p> <ol style="list-style-type: none"> 1. The complainant is dissatisfied by the PCC's letter of response (30/06/2020) dismissing the decision of the Chief Constable to not watch the video showing the killing of George Floyd as 'neither here nor there' and taking no further action. 2. That the creation of the blm@surrey.pnn.police.uk email address goes against the Police Oath as it does not treat all people equally and requested that the email address be changed to "all lives matter". 	Yes	No	<p>The Committee Manager provided a summary of the complaint and the Director of Law and Governance provided legal advice to the Complaints Sub-Committee which met on 13 August 2020.</p> <p>The Sub-Committee concluded that:</p> <ol style="list-style-type: none"> 1. The initial complaint against the Chief Constable and the creation of the Black Lives Matter email address by Surrey Police were operational matters outside the remit of the Police and Crime Panel. 2. The complaint had been satisfactorily dealt with, acknowledging that the Police and Crime Commissioner acted appropriately and not in breach of his Code of Conduct; recognising that the decision by the Chief Constable to not watch the video showing the killing of George Floyd was a personal one. <p>The complainant and the Commissioner were informed of the outcome.</p>

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SURREY POLICE AND CRIME PANEL

NATIONAL ASSOCIATION OF POLICE, FIRE AND CRIME PANELS (NAPFCP)

15 September 2020

SUMMARY

This report sets out to provide information to the Panel to consider joining the National Association of Police, Fire and Crime Panels (NAPFCP).

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Consider whether to become a member of the National Association of Police, Fire and Crime Panels (NAPFCP).

1.0 INTRODUCTION

- 1.1 The National Association of Police, Fire & Crime Panels was established in April 2018 as a special interest group of the Local Government Association (LGA). Police and Crime Panel representatives within England and Wales attended an inaugural meeting hosted by the Local Government Association (LGA) in London. At the meeting it was agreed that the National Association of Police, Fire & Crime Panels (NAPFCP) be formally established.
- 1.2 The NAPFCP is the national body that supports both Police and Crime Panels (PCP's) and Police, Fire and Crime Panels (PFCP's) across England and Wales and its role is to identify and promote best practice and provide a collective voice for Panels. The National Association agreed to waive its annual subscription fee for Panels at its meeting in November 2019.

2.0 BACKGROUND

- 2.1 The NAPFCP's Terms of Reference shown at Appendix 1 were agreed at its Annual General Meeting (AGM) in November 2018; where an Executive Committee was formed consisting of ten volunteers from member panels.
- 2.2 Since the formation of the NAPFCP, there had been an annual subscription fee of £500 and this was anticipated to be funded through the Home office Grant Agreement to Police and Crime Panels. The Home Office will not agree the use of the Grant for that purpose, so the difficulty was that Panel authorities had to bear the costs themselves.
- 2.3 The National Association's Executive Committee therefore recognised that asking for a subscription presented a significant barrier to membership of the Association and

proposed that the NAPFCP operate on a subscription-free basis which was agreed with immediate effect at its AGM in 19 November 2019.

- 2.4 On the 27 November 2019, an email was received from the Chairman of the National Association to the Panel's support officer to advise of the changes as detailed above and asked for an expression of interest from Surrey's Police and Crime Panel to join the NAPFCP. Panel members were provided with the NAPFCP's AGM November 2019 agenda and are asked to consider joining the National Association.
- 2.5 With regard to the NAPFCP's Terms of Reference within Appendix 1, membership to the association would be beneficial as it would provide a forum for collaborative discussion of issues relating to and impacting on Police and Crime Panels and Police, Fire and Crime Panels (PCPs / PFCPs); facilitate the sharing of ideas and experiences in response to the expanding role of PCCs and PFCCs and thereby PCPs / PFCPs and creates a mechanism for direct liaison between PCPs / PFCPs and the Home Office.
- 2.6 As noted in the November 2019 report, in order to achieve the objectives of the NAPFCP as set out in its Terms of Reference, the intention was to use the subscription fee funding to work with a training provider or consultancy firm to develop tailored guidance packages for Panels. However, under a subscription-free basis beneficial outcomes can still be obtained via peer-to-peer learning and other more informal methods. The National Association is entitled to have up to four meetings a year hosted by the LGA as it is a Special Interest Group, those meetings would provide discussion forums and help identify best practice.
- 2.7 Of the 42 Police, Fire and Crime Panels nationally, 25 had expressed an active interest in membership of the NAPFCP and were invoiced for their 2019/20 annual subscriptions. The NAPFCP is currently chaired by John Gili-Ross from Essex Police, Fire and Crime Panel. The chairman's appointment is agreed on an annual basis at the NAPFCP AGM and secretariat support is provided by the Chair's host authority.

3.0 CONCLUSION AND RECOMMENDATIONS

- 3.1 The Police and Crime Panel is invited to consider whether to become members of the National Association of Police Fire and Crime Panels.

4.0 REASONS FOR RECOMMENDATIONS

- 4.1 Joining the NAPFCP would be beneficial as it would facilitate the sharing of ideas and experiences in response to the expanding role of PCCs and PFCCs, provide a forum for collaborative discussion of issues relating to and impacting on Police and Crime Panels and Police, Fire and Crime Panels (PCPs / PFCPs); and creates a mechanism for direct liaison between PCPs / PFCPs and the Home Office.

5.0 WHAT HAPPENS NEXT

- 5.1 The Committee Manager to liaise with the Chairman of the Surrey Police and Crime Panel to advise the Chair of the National Association of the Panel's decision.

6.0 BACKGROUND INFORMATION

- National Association of Police, Fire and Crime Panels (NAPFCP)
Website: <http://policecrimepanels.com/>
- NAPFCP – ToR (Appendix 1)
- NAPFCP – Agenda November 2019

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NATIONAL ASSOCIATION OF POLICE FIRE AND CRIME PANELS

Terms of Reference

The NAPFCP Terms of Reference listed below were created at the inaugural meeting in April 2018 and accepted by the membership at the NAPFCP AGM held in November 2018:

- ❖ To provide a forum for collaborative discussion of issues relating to and impacting on Police and Crime Panels and Police, Fire and Crime Panels (PCPs / PFCPs).
- ❖ To share ideas and experience in response to the expanding role of PCCs and PFCCs and thereby PCPs / PFCPs.
- ❖ To create a mechanism for direct liaison between PCPs / PFCPs and the Home Office.
- ❖ To provide an opportunity for dialogue with relevant bodies such as the Association of Police and Crime Commissioners, Association of Police and Crime Chief Executives and others.
- ❖ To support the development of joint PCP /PFCP responses to relevant consultations
- ❖ To promote professional standards.
- ❖ To share good practice and create guidance and other supporting materials for PCPs /PFCPs.
- ❖ To ensure stability and collective memory in a landscape where PCPs / PFCPs can have significant changes in membership.
- ❖ To provide capacity for horizon scanning across all PCPs / PFCPs.
- ❖ To promote better public understanding of the role of PCPs / PFCPs.

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SURREY POLICE AND CRIME PANEL

SURREY PCP BUDGET 2019/20

15 September 2020

SUMMARY

The Surrey Police and Crime Panel has accepted a grant from the Home Office to meet the costs of the Panel, including the administrative support. This paper is to report on the use of the grant in 2019/20 (April 2019 - March 2020).

RECOMMENDATION

The Police and Crime Panel is asked to note the report.

1.0 INTRODUCTION AND BACKGROUND

- 1.1 In establishing Police and Crime Panels, the Home Office agreed that a limited grant would be provided to each local authority acting as the host authority in providing the administrative support and management and maintaining the Police and Crime Panel. The host authority for the Surrey PCP is Surrey County Council.
- 1.2 The Panel's arrangements, agreed with the Home Office in 2013, stated that:

The annual costs associated with the operation, organisation and administration for the Panel shall be offset by the Home Office grant to be managed by the host authority. All of the relevant costs incurred by the host authority in connection with the work of the Panel shall be met from the funding allocated by the Home Office unless the authorities agree otherwise. The host authority shall monitor all expenditure incurred and make provision for an annual report.

2.0 HOME OFFICE GRANT 2019/20

- 2.1 The Home Office grant for 2019/20 is £66,180. The grant is paid by the Home Office in two instalments over the year and only spending relating to the two six-month periods can be claimed. Any underspend must be returned to the Authority (Home Office) and any overpayment of grant will be recovered.
- 2.2 The actual expenditure for 2019/20 is therefore:

Table 1: Expenditure breakdown for 2019/20

	£	Details
Webcasting	2,500	This does not include the operator
SCC overheads	13,407	Based on rate card calculations (other staff costs not including

		salary i.e. back office costs such as office accommodation, HR etc
Reprographics	2,000	
Refreshments	251	
Training	591	Panel Members and/or Democratic Services Officers
Venue Hire	0	
SUB TOTAL	18,749	Check with training costs
Members expenses	1,019	This is wholly travel costs
Employee Costs (see breakdown in table 2)	31,042	This includes NI contributions and pension costs
TOTAL	50,811	(50,810.61 rounded up)

Table 2: Employee Costs breakdown 2019/20

	£	Details
Democratic Services Officers	26,441	This is based on percentages of salary costs of multiple officers between a range of 25%-45% of a FTE
Managers	2,358	This equates to 12 days.
Legal	1,124	This equates to 5 days.
Accountants	1,119	This equates to 12 days.
TOTAL	31,042	

3.0 DETAIL ON PANEL EXPENDITURE APRIL 2019 TO MARCH 2020

a) Panel administration (including meeting expenses)

3.1 Costs for panel administration as detailed in Tables 1 and 2 include Surrey County Council (SCC) overheads, employee costs, refreshments, training; and printing and postage; as well as webcasting (Table 3). Some Panels have appointed a full-time officer to support the Panel; within Surrey a number of officers have some involvement in the Panel, but none works on it full-time.

3.2 The apportioned costs for time spent by officers and their associated overheads will be reclaimed against the Home Office grant and will amount to £50,811 for 2019/20.

Officer time and support for the Panel is constantly reviewed and monitored in the light of changes to its workload, with assistance provided by Managers where necessary. In addition, some funding is allocated to Legal Services for assistance from the Legal Services Manager and the Monitoring Officer in resolving complaints, which vary in number and complexity. Some funding is also allocated to Accountants/Finance to oversee the spending of the grant.

3.3 Provision of paid refreshments are agreed with the Chairman on a meeting-by-meeting basis. In reference to the £251 charge for refreshments, this relates to charges incurred for refreshments provided by an external catering company for the meetings held on 18 September 2019 and 7 February 2020.

- 3.4 Of the £591 training cost for 2019/20 no allocation of grant funding was used for Panel member training; the expenditure is due to Democratic Services Officers that support the Panel attending two training courses in June and July 2019.
- 3.5 The £2,000 regraphics allocation in the grant return to the Home Office includes the printing and postage costs for all committee and sub-committee meetings including letters to respond to complainants and other correspondence. The Police and Crime Panel meets six times per year (five formal meetings and one informal meeting) and has two sub-committees that take responsibility for finance and handling complaints. Papers are produced for each meeting for all panel members along with copies of agendas for the public. Once printed, these papers are then posted to all panel members.

The cost of agenda and correspondence printing will vary depending on the number of pages, any colour copying and how the papers are collated. Costs per agenda can range from £1 to £20 per agenda for printing and postage and Surrey County Council assign a budget cost based on average printing costs for committee support and therefore the £2,000 allocation for the Police and Crime Panel is in line with this.

b) Member expenses

- 3.6 Members of the Panel can claim expenses in line with Surrey County Council's Members' Allowances Scheme for travel, subsistence, and for child care and the care of other dependants. Claims from Panel members for costs involved with attendance at Panel and Sub-Committee meetings are broadly in line with previous years.

c) Allowances

- 3.7 In January 2013 the Panel agreed that Members would not use the Home Office grant to draw allowances for members of the Panel.
- 3.8 At the Council AGM on 25 May 2018 it was agreed that the Special Responsibility Allowance for scrutiny of the Police and Crime Commissioner is abolished, and the concept of a 'Lead Member' abandoned and replaced by the designation of an 'SCC Representative'. In addition, the Police and Crime Panel should be invited to use its powers to review any allowances to be paid.

4.0 WEBCASTING

- 4.1 Each meeting of the Police and Crime Panel is webcast live for public viewing. Table 3 below shows the numbers of views both live and post-meeting.

Table 3: Webcasting stats for 2019/20

Title	Live Date	Hits*	Live**	Archive***	Recording Time
PCP	5 April 2019	34	6	28	1hr 32 mins
PCP	27 June 2019	35	6	29	1hr 32 mins
PCP	18 September 2019	12	4	8	1hr 58 mins
PCP	27 November 2019	15	6	9	2hr 28 mins
PCP	7 February 2020	22	14	8	1hr 30 mins

*Hits: Total number of views

**Live: Views that happened as the meeting was occurring

***Archive: Views that occurred post meeting

5.0 TRANSPARENCY

- 5.1 Under the Home Office grant agreement, PCPs must “publish as a minimum on their website, details of all their expenditure (or, where that is not possible, on the host authority’s website).” i.e. this report.

6.0 ON-GOING HOME OFFICE FUNDING

- 6.1 The Home Office grant has been confirmed for 2020/21 as £66,180.
- 6.2 The Panel’s mid-year claim (out of £33,090) between April 2020 - September 2020 is currently being processed and is due to be returned to the Home Office by 31 October 2020.
- 6.3 In light of the cancelled April Panel meeting due to COVID-19 and the continuing implications of the pandemic, adjustments will be made to reprographics and webcasting costs for the mid-year claim.
- 6.4 Expenditure for the mid-year claim will be adjusted based on any changes - in addition to webcasting and reprographics - relating to Surrey County Council (SCC) overheads, employee costs i.e. Democratic Services Officers personnel changes and the FTE percentage of salary costs based on the number of complaints and general panel administration (also for Managers, Legal and Accountants); refreshments and training.

7.0 BACKGROUND INFORMATION

- Police and Social Responsibility Act 2011
- Grant agreement between Secretary of State for the Home Department and Surrey County Council.

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SURREY POLICE AND CRIME PANEL

RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME

15 September 2020

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. Substantial updates or reports relating to those actions are 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- 15 SEPTEMBER 2020**

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
February 2020	Surrey Police Group Financial Report For Month 8 Financial Year 2019/20	R7/20 - The PCC was happy to provide the Panel with regular updates on the progress of the EQUIP project in Part 2.	PCC	30/06/2020 - The PCC will provide a verbal update as required by the Panel, Part 2. An update on EQUIP would be provided in due course – kept live.	Ongoing
June 2020 Page 71	Police and Crime Plan 2018-2020 – Progress	R17/20 - The new long-term strategy for police housing will be provided to the Panel in due course.	OPCC	The OPCC note that the strategy is still under development.	November 2020/Early 2021
June 2020	Police and Crime Plan 2018-2020 – Progress	R18/20 - The PCC will look into adding an extra column regarding the '% of force budget spent on front-line policing' KPM to show the number of police officers on the front-line following the increased recruitment funded through the Government Grant and increased precept from Council Tax.	PCC	The next police and crime plan update has been requested for November where the data can be added into the performance information.	November 2020

June 2020	Building the Future Update	R19/20 - The chosen architectural firm to lead on the design and building of the new Leatherhead headquarters will be announced in due course.	OPCC	A verbal update can be provided at the September Panel Meeting.	September 2020
June 2020	Building the Future Update	R20/20 - The Panel will receive a briefing note on the disposal strategy for Mount Browne, once there was more detail on the strategy.	OPCC	The OPCC note that the briefing note has not yet been developed as more detail was needed on the strategy.	November 2020/Early 2021
June 2020	Tackling Rural Crime Strategy Update	R22/20 - An update on the Country Watch crime prevention initiative would be provided to the Panel with an indication of the time-scale for when it will be received, after discussing the initiative at the next Performance Meeting.	OPCC	The OPCC note that the lead for this in Surrey Police has been on leave. An update will be provided as soon as they are able.	November 2020

Completed Actions/To be Deleted

Page 73	November 2019	Building the Future - Update	R55/19 - The PCC will provide the Panel with the addendums on the updated existing Scheme of Delegation and the Supplemental Statement of Governance, at a future meeting.	PCC	<p>The final draft of the Supplemental Statement of Governance relating to the Programme was presented to the BTF Board on 12th March. This will now be presented to the Joint Audit Committee in July (re-scheduled from April), along with the updated Scheme of Delegation and accompanying Scheme of Governance documentation for their ratification, before being presented to the Police and Crime Panel.</p> <p>07/09/2020 - Circulated to Panel Members via email as it is marked 'Private and Confidential' and not for publication.</p> <p>In addition to the confidential Supplemental Statement as part of R55/19, the Scheme of Delegation and Scheme of Governance can be found publicly on the OPCC's website under Notice of Meeting – Joint Audit Committee – 29th July 2020 using the below link: (under item 7).</p> <p>https://www.surrey-pcc.gov.uk/2020/07/notice-of-meeting-joint-audit-committee-29th-july-2020/</p>	September 2020
	February 2020	Police And Crime Commissioner's Proposed Precept 2020/21	R3/20 - The PCC to provide an update report every three months detailing the allocation of newly recruited officers as a result of the 20,000 uplift, how many officers were in training and how many were on patrol.	PCC	<p>30/06/2020 - An update on recruitment is provided under item 11, sections 1.1 Tackling Crime and Keeping People Safe and 1.5 Making Every Pound Count and within item 15.</p> <p>A report to be provided for September's Panel.</p> <p>The report is included in September's agenda – added to the Forward Work Programme.</p>	September 2020
	February 2020	Police Complaints Reform	R8/20 - The Committee Manager will liaise with Members to consider how they wished to scrutinise the OPCC in fulfilling the new duties as a result of the complaints reform.	OPCC	<p>The Panel to receive a 6 months review report from the OPCC on its fulfilment of the new duties as a result of the complaints reform and adoption of 'Model 1'.</p> <p>A report is included in this agenda.</p>	September 2020

Page 74	June 2020	Police and Crime Commissioner for Surrey Annual Report 2019-20	R13/20 - The Panel will formally write to the PCC with the comments and feedback raised in the discussion.	Dem Services/Chair man	6/7/2020 - The Committee Manager in liaison with the Chairman wrote to the PCC regarding the Annual Report, noting the concerns raised at the meeting.	July 2020									
	June 2020	Police and Crime Commissioner for Surrey Annual Report 2019-20	R14/20 - The OPCC will provide a briefing on the work of the Problem Solving Occurrence Team at a future meeting.	OPCC	A briefing note is included as an annex to this tracker.	September 2020									
	June 2020	Surrey Police Group Unaudited Financial Report for 2019/20	R15/20 - The Chief Finance Officer would provide a response in due course on the composition of the approximately £4.4 million sources of funding from Capital Receipts.	Chief Finance Officer (OPCC)	<p>The composition of funding from capital receipts is as follows:</p> <table> <tbody> <tr><td>0.147m</td><td>Land disposal</td></tr> <tr><td>0.259m</td><td>Equity Loans repaid</td></tr> <tr><td>0.061m</td><td>Vehicles sold</td></tr> <tr><td>3.996m</td><td>Unspent capital receipts from the previous year</td></tr> <tr><td>4.463m</td><td>Total</td></tr> </tbody> </table> <p>Looking back the £3.996m is made up of £3.47m from the sale of Epsom PS and the part of the £0.71m from the sale of Sunbury (both of these happened in 2017/18).</p>	0.147m	Land disposal	0.259m	Equity Loans repaid	0.061m	Vehicles sold	3.996m	Unspent capital receipts from the previous year	4.463m	Total
0.147m	Land disposal														
0.259m	Equity Loans repaid														
0.061m	Vehicles sold														
3.996m	Unspent capital receipts from the previous year														
4.463m	Total														
June 2020	Police and Crime Plan 2020-21	R16/20 - The PCC will provide a response on whether the eleven additional Youth Intervention Officers were warranted police officers or police staff.	PCC	The OPCC confirm that they are all warranted police officers.	September 2020										
June 2020	Tackling Rural Crime Strategy Update	R21/20 - Panel members are invited to meet with the PCC to discuss the specific measures in place to address the high rural crime rate in Tandridge and well as in other areas of concern in the county.	PCC/Panel Members	A meeting between Panel members and the PCC has been arranged for 7 September 2020.	September 2020										

June 2020	Tackling Rural Crime Strategy Update	R23/20 - An update will be provided on what steps have been taken to ensure the provision of sufficient off-road bikes and vehicles as well as trained officers to tackle rural crime and antisocial behaviour in rural areas.	OPCC	The OPCC has received an update from Surrey Police with regard to off-road vehicles as follows: Surrey and Sussex are both keen to use off road police motorcycles as well as mounted officers to increase visibility and access to rural areas that are not easily accessible by car or foot. The forces have conducted a thorough review of the current provision of training and equipment for off-road motorcycles. As a result, the forces have temporarily withdrawn the vehicles from the fleet while further work is conducted to ensure compliance with Health and safety as well as legislative requirements. Once the review is complete, off road motorbikes will be managed and deployed by Operations Command to be deployed to assist divisions with an issue where off-road bikes would be part of the problem-solving approach. Surrey Police will have two off-road motorbikes ridden by advanced motorcyclists who have the necessary equipment, training and experience.	September 2020
June 2020	Commissioner's Question Time	R24/20 - The PCC will provide detail on the policies and criteria regarding dispersal orders issued by Surrey Police in recent weeks under Section 35 of the Anti-social Behaviour, Crime and Policing Act 2014.	PCC	Surrey Police follow the legislation which can be found here: https://www.legislation.gov.uk/ukpga/2014/12/part/3/enacted?vie w=plain	September 2020

Completed Actions/To be Deleted

June 2020	<p>Re-Establishment of the Complaints Sub-Committee 2020/21</p> <p>Re-Establishment of the Finance Sub-Group 2020/21</p>	R25/20 – <ul style="list-style-type: none"> • The Complaints Sub-Committee membership will be updated on the Forward Work Programme 2020/21. • The Finance Sub-Group membership will be updated on the Forward Work Programme 2020/21. 	Dem Services	The Forward Work Programme 2020 has been updated.	July 2020
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Annex to the Recommendations Tracker

R14/20 – The OPCC will provide a briefing on the work of the Problem Solving Occurrence Team at a future meeting.

Police and Crime Panel Problem Solving Team Update - September 2020:

The Problem Solving Team was formed in 2020 and consists of a Chief Inspector (Mark Offord), two Tactical Advisors (Charlotte Jardine and Matt Sessions), and two Analysts (Fraser Boulter and Stan Morris).

The purpose of the team is to guide and support all areas of Surrey Police in adopting a Problem Solving approach to the chronic and repeat issues that affect the communities of Surrey, through the application of the academically proven OSARA (Objective, Scanning, Analysis, Response, and Assessment) problem solving model. Through the effective identification of repeat issues and application of effective problem solving approaches to those issues, it will enable police and partners across the County to focus on preventing and reducing crime and anti-social behaviour.

The role of the Tactical Advisors is to provide advice, feedback, and training regarding Problem Solving Plans to operational teams across the County, as well as support in researching potential responses, and join problem solving task forces. The problem solving Analysts provide a range of analytical products and support, to both strategic Force-wide challenges as well as localised repeat issues, utilising both police held and external data to understand the root cause of the problem.

Tactical Advisors

The Tactical Advisors joined the team in March 2020 and since that time, having developed their own knowledge and understanding of Problem Oriented Policing before working on a number of key areas to provide the basis on which the Force can build an effective problem solving approach:

- **Surrey Problem Solving Plan template & accompanying Guide:** Creation of an OSARA Problem Solving Plan template- to improve and standardise use of the OSARA model. Prompts have been built into the template to help officers, staff and partners to understand what is expected of them and each section links to a correlating page of the accompanying Guide on the Problem Solving Hub SharePoint site. This template has been reviewed by leading academics in the discipline.
- **Problem Solving Hub:** A SharePoint site has been created where officers and staff can gain additional information and share problem solving ideas. This includes the Problem Solving Plan Template & Guide, 'How-to' documents (step-by-step guides to assist OICs access, download, and manipulate mass data), a Problem Solving Discussion Forum, libraries of successful problem solving initiatives and best practice guides, useful websites, & a contact list. The Hub enables access to officers and staff on a 24/7 basis to assist them in tackling problems that they are working on.
- **Safer Neighbourhood Team (SNT) Training:** Training to SNTs has been rolled out in each of the 11 boroughs and districts, on a two week rolling basis (a 1.5-2 hr presentation followed by one-to-one work in the office). The training introduces application of the OSARA problem solving model, the Problem Solving Plan template and a number of case studies with the aim of building a consistent level of performance across the County. All training will be completed by the end of September following which consolidation will take place where additional support is required.
- **Other Projects of note that the Tactical Advisors have supported:**
 - Recommendations regarding residential burglary prevention and detection opportunities based on national research provided to force burglary lead.

- Research and recommendations regarding how the force should engage with the community to identify and prioritise objectives based on community feedback provided to the ACC for Local Policing.
- Ongoing project with East Surrey Division regarding a bespoke Problem Solving Plan template to reduce the risk of harm to repeat Domestic Abuse victims.
- Ongoing development of the application of a problem solving approach with central teams including Serious & Organised Crime and Public Protection so that prevention of future offending is considered throughout their work.
- Tactical Advisor input on a wide range of individual Problem Solving Plans and initiatives, including; street drinking, violent crime involving weapons, modern slavery, ASB in public areas, trespassing and swimming in hazardous open water, ASB linked to licensed premises, the misuse of catapults, catalytic converter theft, and inappropriate drone use.

Problem Solving Analysts

The Problem Solving Analysts joined Surrey Police in January 2020, and having completed their initial training for the role joined the Problem Solving Team in February 2020. Since that time they have provided a number of key products both at a strategic and operational level that have allowed problem owners to gain a detailed understanding of the driving factors behind particular types of offending.

- **Safer Streets Fund Application:** Conducted comparative analysis into common acquisitive crime types in Stanwell in support of the PCCs bid for the Home Office Safer Streets Fund. This helped to secure over £500k Safer Streets funding to be invested in situational crime prevention measures in the Stanwell North area to reduce crime. As part of the Home Office assessment of the bid, the quality of the analysis in identifying the causal factors of crime in the area was commended.
- **Operation Apollo ASB/Gatherings Reports:** Operation Apollo is the Surrey and Sussex Police response to the Coronavirus Pandemic. The Problem Solving Lead, Chief Inspector Offord took on the role of Local Policing Lead for Surrey as part of the operation. To support this a twice weekly reviews of ASB and gathering issues reported during Covid-19 lockdown was produced by the problem solving analysts. This produce enabled the targeting of police and partner resources to support the enforcement of lockdown rules and identify hotspot/problem areas.
- **Force-wide Burglary Analysis:** A strategic review of residential burglary offending at Force-wide, Divisional, and Borough levels over the last 3 years was completed that involved mapping each individual offence to identify chronic hotspots and trends relevant to each area. Infographics were created to portray analysis and key points of interest which have been provided to the Force Burglary Lead to enable the development of targeted plans focused on Burglary offending this autumn and winter.
- **Operation Apollo Fixed Penalty Notice (FPN) analysis:** A detailed review of circumstances surrounding the issuing of FPN's during the Coronavirus 'lockdown' period to investigate any disproportionalities in respect of ethnicity, gender, age, and place of residence.

Alongside the above force-wide projects, the problem solving analysts have also worked on a number of specific, smaller products and lent support to the Intelligence Unit with wider analysis as required. Examples include theft of catalytic converters across Surrey, theft of bicycles in Woking, localised burglary issues in Surrey Heath, investigating the link between school exclusions and youth crime, and a breakdown of rural crime across Surrey and Sussex.

Next Steps in 2020/21

After the initial start-up of the team and roll out of the Problem Solving Plans and training, the focus will be on consolidating the understanding and application of effective problem oriented policing in the Safer Neighbourhood Teams (SNT) across the county. This will enable them to make the most impact from the uplifted Neighbourhood Specialist Officers, Youth Engagement Officers and PCSOs that are beginning to arrive from precept funding. Alongside this a performance metric for problem solving is being developed for implementation in the autumn to measure the effectiveness of problem solving plans across the force, allowing the targeting of support and training where it is most needed. Following this the focus will be on implementing effective problem solving practice in wider operational teams, including those that operate in traditionally reactive environments.

Additionally it has been identified that there are range of roles across the Force that sit alongside Safer Neighbourhood Teams whose role is primarily preventative and would benefit from central co-ordination to work in tandem with the problem solving and ASB teams, these include Licensing Officers, Designing Out Crime Officers and Youth Engagement Officers. Additional funding has been secured for 2 Police Sergeant Posts, 1 for the ASB Team and 1 for the Problem Solving Team to provide supervision capacity to bring co-ordination of those wider roles into the central Prevention and Problem Solving Team from the beginning of 2021.

Chief Inspector Mark Offord

Prevention & Problem Lead

Surrey Police

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Appendix 2

Surrey Police and Crime Panel - Forward Work Programme 2020

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.

2020

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.	Chief Finance Officer
	Budget Update (Twice per year – Nov & 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/Chief Finance Officer
	Recruitment of co-opted Independent Member	To report back to the Panel on the recruitment process for a new independent member.	
	Standing Items – see list below		

DATE	ITEM	PURPOSE	OFFICER
April 2020 – CANCELLED Moved to June.	Police and Crime Plan Update (Twice yearly – April/Nov)	To consider progress made against the agreed Police and Crime Plan.	OPCC
Moved to June.	Rural Crime Strategy - Update	Action: R41/19 The PCC to provide an update on the strategy's results.	OPCC
Moved to June.	Building the Future - Update	Action R55/19: The PCC will provide the Panel with the addendums on the updated existing Scheme of Delegation and the Supplemental	PCC

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		Statement of Governance, at a future meeting.	
Moved to June.	Victim and Witness Care Unit - Update	Action R57/19: A more comprehensive report on victim satisfaction within the Victim and Witness Care Unit (VWCU) will go to the Panel at a later date. R58/19: The OPCC will report to the Panel at a later date once the results of the audit on the performance of the Victim and Witness Care Unit (VWCU) were received.	OPCC
Moved to June.	Feedback On Performance Meetings Between The Police And Crime Commissioner And Chief Constable	Action R60/19: The performance scorecard will go to the Panel at an upcoming meeting.	OPCC
	Standing Items – see list below		

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DATE	ITEM	PURPOSE	OFFICER
June 2020 – AGM Item postponed until May/June 2021 (Covid-19).	Introduction from the Surrey Police and Crime Commissioner 2020-2024 following the election	In light of Covid-19, elections for a Police and Crime Commissioner for Surrey have been postponed until May 2021.	OPCC
	Governance Items 2019/20: <ul style="list-style-type: none"> • Election of Chairman • Election of Vice Chairman • Re-establish Complaints SC • Re-establish Finance SC 	Panel to agree memberships and Terms of Reference.	Committee Manager
	PCC Annual Report	The Police Reform and Social Responsibility Act (2011) places a duty on Police and Crime Commissioners to produce an Annual Report. Members of the Panel are asked to comment on the report prior to its formal publication.	OPCC

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	Police and Crime Plan 2020-21	To provide the report	OPCC
	Police and Crime Plan 2018-2020 - Progress	To provide an update.	OPCC
	Surrey Police Group Unaudited Financial Report for 2019/20	To provide the report.	OPCC – Chief Finance Officer
	Office of the Police and Crime Commissioner 2019/20 End of Year Financial Report	To provide the report.	OPCC – Chief Finance Officer
	Standing Items – see list below		

DATE	ITEM	PURPOSE	OFFICER
September 2020 Item postponed until 2021 (Covid-19) – 2020/21 update provided in June 2020.	Police and Crime Plan - 2020-2025	The PCC to bring a new Police and Crime Plan 2020-2025 for the panel to comment on.	OPCC
	Appointment of co-opted Independent Members (x2)	To report back to the Panel on the recruitment for two new independent members.	Committee Manager
	Medium Term Financial Plan	To note the MTFP.	Treasurer/CFO
	Coronavirus	To receive an update on the financial implications, challenges and Fixed Penalty Notices (FPNs) issued by Surrey Police and its enforcement role in response to possible localised lockdowns (financial implications, challenges).	OPCC
Action R3/20: The PCC to provide an update report every three months detailing the allocation of newly recruited officers as a result of the 20,000 uplift, how many	Surrey Police Recruitment and Workforce Planning	The PCC to provide an update report on recruitment and workforce planning - to include the retention rate and strategy.	OPCC

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officers were in training and how many were on patrol.			
Action R8/20: The Committee Manager will liaise with Members to consider how they wished to scrutinise the OPCC in fulfilling the new duties as a result of the complaints reform (OPCC internal complaints reform).	Police Complaints Reform	The Panel to receive a 6 months review report from the OPCC on its fulfilment of the new duties as a result of the complaints reform and adoption of 'Model 1'.	OPCC
	National Association of the Police, Fire and Crime Panels (NAPFCP)	The Panel to consider becoming a member of the NAPFCP.	Committee Manager
	Surrey PCP Budget 2019-20	End of year report detailing the Panel's expenditure of the Home Office Grant.	Committee Manager
	Standing Items – see list below		

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DATE	ITEM	PURPOSE	OFFICER
October 2020	Informal Meeting	Private informal meeting of the Panel with the Chief Constable of Surrey Police – Panel members to suggest items and Committee Manager to liaise with OPCC.	Committee Manager/OPCC

DATE	ITEM	PURPOSE	OFFICER
November 2020	Budget Update (Twice per year – Nov & Feb) • Surrey Police Group Financial Report for Month 12 Financial Year 2020/21	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 / Chief Finance Officer

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	<ul style="list-style-type: none"> Office of the Police and Crime Commissioner 2019/20 End of Year Financial Report 		
	Police and Crime Plan Update (Twice yearly – April (June) /Nov)	To consider progress made against the agreed Police and Crime Plan.	OPCC
Page 85	Local Recovery & Devolution White Paper – PCC Review	To consider the implications of the White Paper detailing the review to: <ul style="list-style-type: none"> raise the profile of PCCs give the public better access to information about the performance of their PCC share best practice so that PCCs are delivering consistently across the country reviewing the relationship between PCCs and Chief Constables update from the LGA with collated views from other Panels including the changing governance structure in response to unitary authority bids 	OPCC / Committee Manager / Panel
TBC	Performance Review: HMICFRS Inspection Results/PEEL	To receive an update on what the force is doing to address key areas highlighted in the HMICFRS inspections – focus on PEEL reports.	OPCC / Committee Manager
TBC	Surrey and Sussex Cyber Crime Unit	Report/Presentation.	OPCC / Committee Manager
	Standing Items – see list below		

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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 - OPCC
Building the Future Update	All	A standing item to update the Panel on the future of police estates.	Johanna Burne - OPCC
Surrey Police Recruitment and Workforce Planning	April / November	The PCC to provide an update report every three months detailing the allocation of newly recruited officers as a result of the 20,000 uplift, how many officers were in training and how many were on patrol.	Johanna Burne - OPCC
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.	Committee Manager
Commissioners Question Time	All	For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner – questions to be provided four working days in advance.	Committee Manager
Complaints	All	To monitor complaints received against the PCC and / or the DPCC	Committee Manager

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Working Groups – re-established June 2020:

Group	Membership	Purpose	Reporting Dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • Panel Chairman - Councillor David Reeve • Panel Vice-Chairman - Councillor Hazel Watson • Councillor John Robini • Councillor John Furey • Independent Member (Once appointed) • Councillor Christine Elmer • Councillor Josephine Hawkins 	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"> • Panel Chairman - Councillor David Reeve • Panel Vice-Chairman - Councillor Hazel Watson • Councillor John Furey • Independent Member (Once appointed) • Councillor Andrew Povey • Councillor Fiona White 	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.

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