

Notice of Meeting

Surrey Police and Crime Panel



We're on Twitter:
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Date & time
Wednesday, 24
November 2021
at **10.30 am**

Place
Council Chamber,
Millmead House,
Millmead, Guildford,
Surrey, GU2 4BB

Contact
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This meeting will be held in public, but because of Covid-19 and room restrictions, numbers will be limited. If you would like to attend, please contact Amelia Christopher on 07929 725663 or via the email address above in advance of the meeting.

Please note that the meeting will also be webcast live from Guildford Borough Council, the webcast link can be accessed via 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>

Members

Cllr David Reeve (Chairman)	Epsom & Ewell Borough Council
Cllr Paul Kennedy	Mole Valley District Council
Cllr Victor Lewanski	Reigate & Banstead Borough Council
Cllr Bruce McDonald (Vice-Chairman)	Elmbridge Borough Council
Cllr John Furey	Runnymede Borough Council
Cllr Fiona White	Guildford Borough Council
Cllr John Robini	Waverley Borough Council
Cllr Valerie White	Surrey Heath Borough Council
Cllr Will Forster	Woking Borough Council
Cllr Bernie Spoor	Spelthorne Borough Council
Cllr Keith Witham	Surrey County Council
Cllr Mick Gillman	Tandridge District Council
Mr Philip Walker	Independent Member
Mr Martin Stilwell	Independent Member

PART 1
IN PUBLIC

1 APOLOGIES FOR ABSENCE

The Chairman to report apologies for absence.

2 MINUTES OF THE PREVIOUS MEETING: 15 SEPTEMBER 2021

(Pages 1 -
22)

To approve the minutes of the meeting held on 15 September 2021 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

The deadline for public questions is seven days before the meeting (17 November 2021).

Note:

A written response will be circulated to Panel Members and the questioner.

5 SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH SIX FINANCIAL YEAR 2021/22

(Pages 23 -
28)

The purpose of this report is to inform the Police & Crime Panel of the Surrey Police Group (i.e. OPCC and Chief Constable combined) financial position as at 30 September 2021 as well as a prediction for the situation at the end of the year.

- 6 OFFICE OF THE POLICE AND CRIME COMMISSIONER
FINANCIAL UPDATE FOR MONTH SIX FINANCIAL YEAR 2021/22
AND ESTIMATE FOR YEAR END OUTTURN** (Pages 29 - 32)
- The purpose of this report is to inform the Surrey Police and Crime Panel of the OPCC's financial performance at Month 6 for the 2021/22 financial year together with an estimate of the year end outturn against budget.
- 7 DRAFT POLICE AND CRIME PLAN 2021-2025** (Pages 33 - 62)
- This report introduces the draft Police and Crime Plan 2021-2025 for comment from the Surrey Police and Crime Panel.
- 8 ANTI-SOCIAL BEHAVIOUR** (Pages 63 - 74)
- This report sets out the Office of the Police and Crime Commissioner's understanding and approach to tackling and supporting victims of Anti-Social Behaviour (ASB) in Surrey.
- 9 PERFORMANCE MEETINGS** (Pages 75 - 78)
- This report provides an update on the performance meetings between the PCC and the Chief Constable that have been held and what has been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.
- 10 PCC FORWARD PLAN AND KEY DECISIONS** (Pages 79 - 84)
- This report provides information on the key decisions taken by the PCC from September 2021 to present and sets out details of the Office's ongoing Forward Plan for 2021/2022.
- 11 OPCC COMMISSIONING UPDATE**
- The Police and Crime Panel will receive a presentation at the meeting which will provide an update on OPCC commissioning activity, including how we have been working with partners and responding to the pandemic.
- 12 COMMISSIONER'S QUESTION TIME** (Pages 85 - 86)
- For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner.
- Note:**
The deadline for Member's questions is 12.00pm four working days before the meeting (18 November 2021).
- 13 COMPLAINTS RECEIVED SINCE THE LAST MEETING** (Pages 87 - 96)
- 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 SURREY PCP BUDGET MID-YEAR CLAIM 2021** (Pages 97 - 100)
- 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 purpose of this paper is to report on the use of the grant in 2021 (April 2021 - September 2021), as noted in the Panel's mid-year claim submission to the Home Office submitted by the 29 October 2021 deadline.

- 15 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME** (Pages 101 - 134)
- To review the Recommendations Tracker and Forward Work Programme.

16 EXCLUSION OF THE PUBLIC

Recommendation:

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

PART 2
IN PRIVATE

17 BUILDING THE FUTURE UPDATE

A verbal update is to be provided following the meeting of the Building the Future Board on 22 November 2021.

Confidential: Not for publication under Paragraph 3

Information relating to the financial or business affairs of any particular person (including the authority holding that information).

18 PUBLICITY OF PART 2 ITEMS

To consider whether the item considered under Part 2 of the agenda should be made available to the Press and public.

19 DATE OF NEXT MEETING

The next public meeting of the Police and Crime Panel will be held on 4 February 2022.

Joanna Killian
Chief Executive

Published: Tuesday, 16 November 2021

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 15 September 2021, at Council Chamber, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey, RH2 8EF.

Due to the protest activity on the M25 the start time was delayed until 10.48 am

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

Members:

(*Present)

- *Councillor David Reeve (Chairman)
- *Councillor Bruce McDonald (Vice-Chairman)
- *Councillor Paul Kennedy
- *Councillor Victor Lewanski
- Councillor John Furey
- Councillor Fiona White
- *Councillor John Robini
- *Councillor Valerie White
- *Councillor Will Forster
- Councillor Bernie Spoor
- Councillor Keith Witham
- *Councillor Mick Gillman
- *Mr Philip Walker
- *Mr Martin Stilwell

62/21 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Councillor Keith Witham and Councillor Fiona White in advance of the meeting. Councillor John Furey and Councillor Bernie Spoor were unable to attend due to the protest activity on the M25 and sent their apologies.

63/21 MINUTES OF THE PREVIOUS MEETING: 30 JUNE 2021 [Item 2]

The minutes of the meeting held on 30 June 2021 were agreed as a true record of that meeting.

64/21 DECLARATIONS OF INTEREST [Item 3]

There were none.

65/21 PUBLIC QUESTIONS [Item 4]

None received.

66/21 BUILDING THE FUTURE UPDATE [Item 5]

Witnesses:

- Lisa Townsend - Police and Crime Commissioner for Surrey
- Nev Kemp - Deputy Chief Constable (Senior Responsible Officer for the Building the Future Programme), Surrey Police
- Maureen Cherry - Building the Future Programme Director, Surrey Police

Kelvin Menon - Chief Finance Officer, Office of the Police and Crime Commissioner for Surrey (OPCC)

Key points raised in the discussion:

1. The Police and Crime Commissioner for Surrey (PCC) explained that she had taken office as the Building the Future Programme review by the Chartered Institute of Public Finance and Administration concluded and that the Office of the Police and Crime Commissioner for Surrey (OPCC) and Surrey Police had been transparent with the information provided to the Panel; and would continue to do so via regular updates on the Programme and the current Strategic Estates Assessment that was underway.
2. The PCC welcomed the Deputy Chief Constable (Surrey Police) and the Building the Future Programme Director (Surrey Police) to present the item.
3. The Deputy Chief Constable (Surrey Police) highlighted that:
 - The Programme was initiated in 2016 and the high-level strategic business case was approved in April 2017.
 - Following the purchase of the Leatherhead site the strategic business case was updated in October 2018 and the Programme Director was formally appointed in February 2020.
 - The delivery of the Programme followed the Royal Institute of British Architects (RIBA) Plan of Works which consisted of eight stages.
 - The Programme and finances were on track as noted in the review undertaken a year ago by the Infrastructure and Projects Authority (IPA).

Councillor John Robini joined the meeting at 10.56 am

- The three main elements to the Programme's scope as at October 2019 were:
 - Neighbourhood Policing Base: required in Reigate and Banstead to ensure that there would be no reduction in police provision as a result of the sale of Reigate Police Station.
 - Agile Working Project: accelerated as a result of the Covid-19 pandemic and had benefitted productivity.
 - Disposals Project: whereby a number of buildings and estates were disposed of, originally four into one, later becoming five into one; the separate pieces of work taking place in parallel were not joined up: Operational Estate, Housing Stock and Vacant Estate.
- The Programme along with the Surrey Police Estates Strategy and the Surrey Police Housing Strategy were later aligned in early 2021 to ensure efficiency, value for money and a comprehensive estate that served the needs of Surrey Police and in turn Surrey's residents.
- Stage 2 with a robust cost plan was completed in March 2021, the Building the Future (BTF) Board approved the move to Stage 3 and following that move it was an opportune moment to carry out a review - undertaken by CIPFA.
- A recommendation had been made to the previous PCC that the CIPFA review in March 2021 should be conducted due to several key reasons:
 - The financial position of Surrey Police and the country was different compared to 2016 due to the pandemic, the savings requirement needed over the next four years to keep pace with

- inflation and that the Programme had the potential to increase the savings requirement in 2022-23 by £8 million.
- To ensure that the Programme was dovetailed with the Surrey Police Estates Strategy and the Surrey Police Housing Strategy.
 - The Programme's scope had increased compared to when it was initiated as the following areas were not fully considered at the outset:
 - The Dog School at Mount Browne which had been there for over seventy years and was well-renowned was not suited to the new site at Leatherhead due to the size and location in a residential area - so an alternative location was being sought.
 - Covert operations were undertaken so it was vital that officers and vehicles would not be seen, the Leatherhead site in a residential area could not ensure the covert element nor was it large enough for the assets required so an alternative site was being sought.
 - Following the CIPFA review findings, the PCC and the BTF Board in June 2021 approved the Programme Director's recommendation to carry out a further Strategic Estates Assessment of the Programme which commenced in July 2021, with three options:
 - Continue to proceed with delivering a new HQ & Eastern Operating Base at the former ERA site in Leatherhead; with alternative sites being sought for the Dog School and covert operations - even if not pursued the site was believed to have increased in value since it was purchased.
 - Remain at Mount Browne which required redevelopment.
 - Locate an alternative site in Surrey - the option was ruled out in August 2021 following a comprehensive search.
 - The Strategic Estates Assessment of the Programme was due to be completed in October 2021 for the Building the Future Board's consideration in late November 2021.
4. The Chairman welcomed the presentation and noted surprise that the requirements around the covert operations and Dog School were not initially taken into consideration.
 5. A Panel member queried what the cost would be in terms of remaining at and redeveloping Mount Browne.
 - In response, the Deputy Chief Constable (Surrey Police) noted that the costs concerning the two options would be included within the Strategic Estates Assessment of the Programme due to be completed in October 2021.
 6. A Panel member noted that the original announcement about the proposed move to Leatherhead was well-received by local residents and he welcomed the openness of the Programme. He asked what the impact would be on the Eastern Operating Base in Reigate if the decision was for the Force (Surrey Police) headquarters to remain at Mount Browne in Guildford and whether that decision would be made at the November BTF Board meeting.
 - The Deputy Chief Constable (Surrey Police) welcomed that feedback, noting that Surrey Police had strived to be open from the inception of the Programme, meetings had been held with the Leader and Chief Executive of Mole Valley District Council and public question and answer sessions had been held.

- The Deputy Chief Constable (Surrey Police) commented that if the decision was taken to remain at Mount Browne, there was a possibility that Reigate Police Station would be retained. He stressed that the local policing presence and the ability to respond quickly to incidents would not be negatively affected.
 - The Deputy Chief Constable (Surrey Police) explained that the decision should be made at the November BTF Board meeting where the two options would be considered in detail.
7. The Panel member further asked whether there was a mid-option between the two options for the new headquarters.
 - In response, the Deputy Chief Constable (Surrey Police) noted that those two discrete options were the only options being considered.
 8. A Panel member asked whether there had ever been a budget for the Building the Future Programme.
 - The Deputy Chief Constable (Surrey Police) confirmed that there was a budget which was included in the Force's financial returns, due to the complexity of the Programme which had changed over time, there were hidden costs and so it was a good time to have the Strategic Estates Assessment.
 9. The Panel member asked that if the Leatherhead site was chosen whether the Dog School would have to move to a different site.
 - In response, the Deputy Chief Constable (Surrey Police) explained that the Dog School could not be located at the Leatherhead site due to its location in a residential area and lack of space.
 - The Deputy Chief Constable (Surrey Police) explained that regarding the Surrey Police Housing Strategy, the Force was keen to have new starter housing provision for police officers in Surrey particularly due to the high turnover of police officers and the number of officers commuting into Surrey as it was expensive.
 10. A Panel member asked whether the Force had considered that keeping Mount Browne operational whilst going through a major refurbishment would pose large challenges and that the costs would be significantly higher as the refurbishment work would be done in phases.
 - The Deputy Chief Constable (Surrey Police) recognised that concern and noted that in addition to the costs of building a new headquarters at Mount Browne, there would be costs involved in moving staff from one place to another and whilst many staff do not want to move there would be good recruitment opportunities in Mole Valley and Leatherhead should the Leatherhead site be chosen and it was a slightly more central position within the county with good transport links.
 - The Building the Future Programme Director (Surrey Police) responded that building a new headquarters at Mount Browne would be a difficult project, with both challenges and opportunities, the occupancy level at Mount Browne was lower due to Covid-19 and new ways of working. The building work could be phased to help the Force's cash flow and the savings needed.
 11. The Chairman commented that he hoped that the Force as a stakeholder had responded to the South Western Railway December 2022: Timetable Consultation which would affect both Guildford and Leatherhead through the proposed reduction in services.

Councillor Valerie White joined the meeting at 11.17 am

12. The Vice-Chairman welcomed the presentation, noting the surprise felt by the Panel at June's Panel meeting in the sudden shift in the Programme's progress as a result of the Strategic Estates Assessment of the three options.
- Discussing the process around the Programme with the parameters shifted as a result of the issues around the Dog School, the Vice-Chairman asked how confident Surrey Police was going forward with the Programme particularly due to the experience over the past eighteen months as a result of the pandemic and agile working; and what measures were being built in to make sure that going forward the Programme is reviewed in the context of overall Surrey Police Estates and Housing Strategies.
 - The Deputy Chief Constable (Surrey Police) explained that in relation to the changed parameters when the Programme was initiated it was known that the Dog School would have to move elsewhere. Towards the beginning of the Programme whereby five sites would be moved into one site, the Leatherhead site had not yet been identified. When identified, the Leatherhead site had been considered to be suitable and so was purchased, it was then discovered that it would not be suitable to accommodate the Dog School nor the covert operations, the Programme then became a move from three sites into one.
 - The Deputy Chief Constable (Surrey Police) noted that the Force was in a good position going forward - following the IPA and CIPFA reviews and advice from independent consultants - to understand what the requirements and costs are, and how it could maintain a good service.
 - The Deputy Chief Constable (Surrey Police) noted that the Strategic Estates Assessment would ensure a holistic approach through the increased drive around agile working as a result of the pandemic and the Surrey Police Estates and Housing Strategies.
 - The Deputy Chief Constable (Surrey Police) noted that a new headquarters at an alternative site would incur significant costs initially but would be efficient over the long-term, as currently Mount Browne was inefficient and expensive to run; whilst a phased development was an option if the headquarters were to remain at Mount Browne.
 - Discussing the finance around the Programme, the Vice-Chairman noted the upcoming item on the Medium Term Financial Plan (MTFP) which provided a forecast for revenue and the £20 million in savings needed over five years and in turn what that implied for the capital programmes; and asked how the Programme's planning and review process going forward was fit for purpose.
 - The Chief Finance Officer (OPCC) explained that the Programme was based on the fact that it would be self-funding over a period of time from the savings generated from the new premises such as less energy and maintenance costs which would cover the funding of the borrowing required to build a new headquarters.
 - The Chief Finance Officer (OPCC) noted that the previous reviews and current Strategic Estates Assessment would inform the planning around the financing of the new headquarters, it was vital to ensure that the Programme would not affect the revenue used to deliver

- police services. The cash flow issue by 2025/26 would be managed through a phased approach.
- The Vice-Chairman referring to the cash flow issue in 2025/26 highlighted that whilst the future headquarters might be beneficial in terms of reducing the current operating costs, there would be a period of dual running costs and the additional costs of financing the Programme in order to derive those future benefits.
13. A Panel member noted that previously the Force gave a commitment that Woking Police Station would stay operational until the opening of the Leatherhead headquarters, he asked whether that was still the intention or whether that would be known after the Strategic Estates Assessment and if so whether that would be a managed move.
- In response, the Building the Future Programme Director (Surrey Police), explained that the neighbourhood policing element was moved out of Woking Police Station three years ago to Woking Borough Council offices. Woking was one of the disposals that underpinned the business case for the new headquarters at Leatherhead and there was a number of challenges around HM Coroner's Court at Woking and it was anticipated that Woking Police Station would not be disposed of until the move to the new headquarters.
14. Echoing a previous comment, the Panel member asked how much had been spent so far on the BTF Programme before the Strategic Estates Assessment.
- The Chief Finance Officer (OPCC) would liaise with the Building the Future Programme Director (Surrey Police) on the costs so far on the Programme and would inform the Panel members via email.
15. A Panel member noted the discussions about the positives around the fire, police and ambulance services working together and asked whether the Force had looked at any gains in terms of sharing facilities with the other emergency services.
- The Deputy Chief Constable (Surrey Police) noted that discussions had been had with Surrey Fire and Rescue Services (SFRS) - there were no current plans to co-locate with any of the other emergency services - and Surrey County Council, Guildford and Waverley Borough Councils and other public sector providers.
16. A Panel member noted that the BTF Board would be considering the outputs of the Strategic Estates Assessment at its meeting at the end of November and asked whether in anticipation of that a Part 2 briefing to November's Panel would be possible.
- In response, the PCC noted that the current timeline would allow that.
17. The Chairman noted that the Programme was a serious matter which had been ongoing for five years and welcomed an in-depth report at a future Panel following the Strategic Estates Assessment on what RIBA Stages 4-8 would entail as well as the timescales between the stages and overall costs so far and for each of the two options for the new headquarters - Panel member comments would be followed-up in a collated action.
- In response, the PCC thanked the Deputy Chief Constable (Surrey Police) and the Building the Future Programme Director (Surrey Police) for attending and she provided assurance that the Panel would continue to be kept up to date on the Programme.

RESOLVED:

That the Panel noted the report.

Actions/further information to be provided:

1. **R21/21** - The OPCC will look into whether a Part 2 briefing on the outputs to be considered regarding the Strategic Estates Assessment can be provided at November's Panel in advance of the decision to be taken by the BTF Board in late November.
2. **R22/21** - The Chief Finance Officer (OPCC) will liaise with the Building the Future Programme Director (Surrey Police) on the costs so far on the Programme and would inform Panel members via email.
3. **R23/21** - An in-depth report will be provided to the Panel in due course following the Strategic Estates Assessment on what RIBA Stages 4-8 would entail including:
 - the aligning of the Surrey Police Estates Strategy and the Surrey Police Housing Strategy: including decisions around the Eastern Operating Base in Reigate/Reigate Police Station, Woking Police Station, the Dog School, covert operations, agile working.
 - the timescales between the Stages.
 - how the financing of the Programme would be reviewed and the impact of the Medium Term Financial Plan 2021/22 to 2025/26, the overall costs and budget so far (see action 2), including for each of the two options for the new headquarters - to remain at and redevelop Mount Browne or to carry on with delivering the new headquarters at the Leatherhead site.

67/21 POLICE AND CRIME PLAN DEVELOPMENT [Item 6]**Witnesses:**

Lisa Townsend - Police and Crime Commissioner for Surrey

Ellie Vesey-Thompson - Deputy Police and Crime Commissioner for Surrey

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

Key points raised in the discussion:

1. The PCC highlighted that the development of a Police and Crime Plan was one of the main responsibilities of PCCs, the new Plan was currently in development and under phase one of the consultation Panel members should have been invited to provide their views; phase two would be a survey open to all of Surrey's residents and stakeholders.
2. The Deputy Police and Crime Commissioner for Surrey (DPCC):
 - Explained that in phase one she had hosted twenty-five focus group style sessions to gather the views of schools - further sessions were to come - councillors and subject matter experts, as well as view gathering when out and about meeting residents and stakeholders.
 - Urged Panel members to complete the tailored survey link regarding phase one of the consultation.
 - Noted that some clear themes had emerged which she did not delve into so as not to pre-empt the data driven analysis led by the OPCC, the

themes would feed into phase two which would be a broader public consultation piece and she welcomed Panel members' support in terms of sharing that consultation survey once ready widely across Surrey.

- Noted the timeline with the draft Plan to be provided to Panel members in mid-November in advance of the November Panel meeting, with the aim to publish the Plan by early December.
3. A Panel member sought assurance whether the Police and Crime Plan (2016-2021) produced by the previous PCC remained a valid document whilst the new Police and Crime Plan was being drafted - particularly in the event of its publication being delayed to 2022.
 - The PCC explained that the Police and Crime Plan (2016-2020, extended to 2021) remained in place until a new Plan is published, she was required in law to publish the new Plan by the end of March 2022, and noted that it was on track to be published this December.
 4. A Panel member asked whether an evaluation of the current Plan and its impact would be undertaken as part of the development of the new Plan, and whether incremental changes were being looked at or the new Plan would start from a clean slate.
 - The PCC responded that all options were being considered.
 - The Chief Executive (OPCC) explained that as part of the development of the new Plan, the performance against the existing Plan would be reviewed to ensure the priorities set by the PCC are relevant, in addition to the consultation work, other documents would be considered such as reports from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services, the Strategic Policing Requirement, and information from the Chief Constable.
 5. A Panel member noted that he was pleased that the work was progressing well but noted that proposed timings often slipped. He sought assurance that the Panel would be provided with the draft Plan far in advance of November's Panel meeting so Panel members could review the significant document.
 - The PCC explained that unlike other PCCs who had been keen to produce their Plan quickly within the first three months of their election, she noted that it was important to take the time to consult widely - which aligned with the legislative timetable for Plans to be published by the end of March 2022.
 - The draft Plan was on track to be provided to the Panel in mid-November, she emphasised that although it was an important document it would not be extensive as it would contain headline priorities to remain in place over its three years.
 6. The Chairman proposed two additional recommendations (2 and 3) which were agreed.
 - Referring to the second recommendation, the PCC was happy to share the information on how the plan was developed, which would be aggregated due to the vast amounts of information.
 - Referring to the third recommendation, the PCC emphasised that the Plan would not be developed credibly without the public understanding that it was for them; in terms of explaining the role of the PCC to respondents that was a wider piece of work that covered not just the Plan but the role of the PCC and Panel.

RESOLVED:

1. That the Police and Crime Panel noted the progress being made on the development of the Police and Crime Plan 2021-2024.
2. That at the same time the draft Police and Crime Plan 2021-24 is submitted to the Panel, the Police and Crime Commissioner for Surrey would submit to the Panel all of the evidence which informs the draft Plan and is suitable for disclosure to the Panel.
3. The Panel was of the view that the forthcoming consultation on the proposed priorities for the Police and Crime Plan 2021-24 should clearly and concisely explain to respondents the role of the PCC and the nature and purpose of a Police and Crime Plan.

Actions/further information to be provided:

1. **R24/21** - That at the same time the draft Police and Crime Plan 2021-24 is submitted to the Panel - on track for mid-November - the Police and Crime Commissioner for Surrey will submit to the Panel all of the evidence which informs the draft Plan and is suitable for disclosure to the Panel.
2. **R25/21** - The PCC will note the Panel's view that the forthcoming consultation on the proposed priorities for the Police and Crime Plan 2021-24 should clearly and concisely explain to respondents the role of the PCC and the nature and purpose of a Police and Crime Plan.

68/21 MEDIUM TERM FINANCIAL PLAN (MTFP) UPDATE 2021/22 TO 2025/26
[Item 7]

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)
 Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. The Chief Finance Officer (OPCC) highlighted that:
 - The report outlined an initial attempt at a Medium Term Financial Plan (MTFP) forecast based on the current budget with assumptions of two percent for inflation, that funding would stay level and the Council Tax increase was capped at two percent meaning that an increasing gap would develop as costs were increasing and revenues were static.
 - The MTFP forecast highlighted that the Force needed to take action on where it could be more efficient, a review on efficiencies had started for each individual department to ensure savings going forward particularly if the Government settlement 2022/23 was inadequate.
 - The PCC was working with other PCCs to press upon the Government the importance of policing and adequate funding to cover pay increases and to re-visit the funding formula; which was unlikely until the end of forecast.
 - As more information became available, the forecast would be reviewed and would be discussed further with the Panel's Finance Sub-Group in the budget setting time.

2. A Panel member noted that Surrey Police had made many cuts previously in relation to reviewing its bureaucracy, he could not see that substantial savings could be made due to previous cuts over many years and asked what savings figure was expected.
 - The Chief Finance Officer (OPCC) explained that in terms of the gross budget, £6 million in savings was needed for one year against a spend of £250 million. Police officer numbers could not be reduced due to the Government's Operation Uplift.
 - The Chief Finance Officer (OPCC) explained that any reduction in personnel would fall on police staff which would impact the service the police could deliver and instead collaboration opportunities and procurement could provide savings.
 - The Chief Finance Officer (OPCC) recognised that Surrey Police had made significant savings over last five years plus, so making any further savings going forward would be difficult and it was a wider public sector issue.
3. The Vice-Chairman noted that unless the funding available increased, there was a risk going forward in terms of the review of the funding formula and the funding allocation; whereby prosperous areas such as Surrey would continue to be allocated less and residents would have to pay more via their Council Tax. He sought views on how the issue could be pressed upon the Government.
 - The Chief Finance Officer (OPCC) noted that Surrey was viewed as a prosperous area with low deprivation and that affected the funding it received from the Government.
 - The Chief Finance Officer (OPCC) noted that the case made for increased funding was that Surrey had crime travelling in and out from London, Surrey had two airports and a lot of traffic, the inadequate funding of Surrey Police was a long-standing issue and had lobbied the Government over many years to which the PCC would continue to do.
 - The PCC noted that it was good that people saw Surrey positively, conversely the extent of the pressures and challenges that Surrey Police faced was not known.
 - The Vice-Chairman noted the considerations made above concerning the justification for an increased funding allocation to Surrey Police and that it was vital to keep pressing the Government on the matter.
 - The PCC provided assurance that she had and would continue to lobby the Home Office.
4. The Chairman asked how the pessimistic assessment of Surrey Police's budget and its funding allocation would affect the drafting of the new Police and Crime Plan.
 - In response, the PCC noted that the themes being gathered on the draft new Police and Crime Plan were as expected, that it was an ongoing battle for Surrey Police to do more with less and so it was vital to ensure efficient and collaborative ways of working to provide the best public service to Surrey.

RESOLVED:

1. The Panel noted the initial outcome of the forecast, the likely need for additional savings and the challenge that this will present.

2. The Panel noted the current assumptions being employed in the scenarios and the risks therein.
3. The Panel commented on the report as appropriate.

Actions/further information to be provided:

None.

**69/21 SURREY POLICE RECRUITMENT AND WORKFORCE PLANNING UPDATE
[Item 8]**

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. The Chairman highlighted the following corrections to the report:
 - Page 46: regarding the July 2020 PC Intake last Column on the “Commencement of Next Stage”, the figure should be “all remaining 34 Officers” and not “38”.
 - Page 46: regarding the Oct 2020 Detective Intake last column, the sentence should read “This cohort received Independent Patrol status as of 03/05/2021”, not “will receive”.
2. A Panel member noted that each of Surrey’s District and Borough Councils and their residents would be interested to know how many police officers were allocated across each of the Districts and Boroughs.
 - The PCC explained that the allocation of police officers to each District and Borough in Surrey was not uniform, the uplift of police officers was not equally divided by eleven as it was used to ensure that Surrey Police could service the public as a whole across the county. The issues faced across each District and Borough differed, and when there is a major incident it was vital to ensure that resources across Surrey could be channelled.
 - The PCC would consider the point and suggested that the operational issue be raised with the Chief Constable at the informal Panel meeting in October.
3. A Panel member queried whether the recruitment plan included police staff.
 - The PCC explained that the report was specific to the uplift which concerned uniformed police officers as opposed to police staff.
4. The Chairman asked whether the Police Constable Degree Apprenticeship (PCDA) and the Degree Holder Entry Programme (DHEP) were the only current entry routes to the police.
 - In response, the PCC confirmed that those were the only two entry routes at present. She explained that the matter was under discussion amongst Conservative PCCs across the country, she recognised the importance of other entry routes such as via the military and would continue to speak to the Minister of State for Crime and Policing, and the Home Secretary.
 - The Chairman noted that it would be helpful for Panel members to be provided with historical information about the two entry routes, such as

the applicant rate, appointment figures, retention rate and the demographics of applicants.

- The PCC responded that recruitment via the two channels resulted in a young cohort with advantages and disadvantages, she was happy to provide a future update on the historical figures concerning the two entry routes.

RESOLVED:

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

Actions/further information to be provided:

1. **R26/21** - The PCC will consider the Panel member comment around providing a breakdown of the police officer allocation to each of Surrey's Districts and Boroughs, noting the difficulty as the allocation was not uniform nor static.
 - Panel members will consider raising the operational issue at the informal Panel meeting with the Chief Constable in October.
2. **R27/21** - The Panel will be provided with historical information about the two entry routes into Surrey Police: Police Constable Degree Apprenticeship (PCDA) and the Degree Holder Entry Programme (DHEP), such as the applicant rate, appointment figures, retention rate and the demographics of applicants.

70/21 COLLABORATION REPORT [Item 9]

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey

Ellie Vesey-Thompson - Deputy Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. The PCC explained that collaboration was vital for police forces across the country, and that it was important for collaboration to be constantly reviewed; a number of different forms of collaboration were outlined in the report.
2. The Chairman welcomed the report as it detailed the extent of collaboration in relation to Surrey Police, he noted that the Panel also collaborated with the Chairman and Vice-Chairman of the Sussex Police and Crime Panel.
3. The Chairman noted that over time the Panel would consider the benefits and disbenefits of collaboration concerning Surrey Police, and he asked the PCC whether collaboration should be further extended regionally.
 - In response the PCC noted that part of her role was to keep collaborative arrangements under review, as such arrangements provided opportunities to increase efficiencies through formal arrangements such as with Sussex Police and informal collaboration with the Association of Police and Crime Commissioners (APCC).
 - The PCC noted that the protest activity on the M25 that morning was an example of the importance of collaboration as both Surrey and Hertfordshire were affected; she had spoken to Hertfordshire's PCC on the issue.

4. A Panel member welcomed the report and outline of the benefits and disbenefits of collaboration, noting that local authorities were undertaking parallel discussions on collaboration. He queried what the extent of collaboration was with the Metropolitan Police and the British Transport Police:
 - In response, the PCC explained the two-way relationship between Surrey Police and the Metropolitan Police, particularly in the north of the county where crime moves between London and Surrey, also noting the support provided by the Metropolitan Police on Monday regarding protest activity.
 - The DPCC explained that she had attended a shift with Surrey Police officers where British Transport Police officers attended to support a job featuring a railway issue, noting that there was good and natural collaboration when needed.
 - The Chairman noted that the British Transport Police collaborated with all police forces.
 - The Panel member further noted that it would be helpful for Panel members to be informed of how the Metropolitan Police and the British Transport Police operated collaboratively with Surrey Police.
 - The PCC suggested that the Panel might want to raise the operational issue at the informal Panel meeting with the Chief Constable in October.
5. The Panel member further sought information on the informal collaboration arrangements with local authorities.
 - The PCC responded that in terms of local authority collaboration, the PCC explained that she worked closely with Surrey's council leaders through regular council leader meetings and discussions, to ensure the safety and wellbeing of Surrey's residents.
 - A further Panel member asked whether a summary could be provided to Panel members via an email or within a second report on the wider collaborative arrangements such as with local authorities in Surrey, the NHS and the Criminal Justice System.
 - The PCC explained that the report focused on policing and blue light services collaboration, she noted that she would look to provide Panel members with headline information on the wider collaborative arrangements requested.
 - The Chairman asked the OPCC to provide a summary of the collaborative arrangements with local authorities in Surrey, the NHS and the Criminal Justice System in the first instance, for Panel members to review and in the future request a second collaboration report if deemed necessary.

RESOLVED:

That the Panel noted the report.

Actions/further information to be provided:

1. **R28/21** - Panel members to consider raising the operational issue of how Surrey Police operated collaboratively with the Metropolitan Police and the British Transport Police at the informal Panel meeting with the Chief Constable in October.

2. **R29/21** - The PCC will look to provide Panel members with the information on the wider collaborative arrangements with local authorities in Surrey, the NHS and the Criminal Justice System via an initial summary of the headline information for Panel members to review.

71/21 FEEDBACK ON PERFORMANCE MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 10]

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. The PCC noted that the report outlined the agenda items covered in the last private performance meeting and that the next public performance meeting was on 21 September 2021 - the recording would be uploaded on the OPCC's website.
2. The Chairman asked if it would be possible for the OPCC to circulate the agenda for the upcoming performance meetings to Panel members.
 - The PCC noted that the OPCC would be happy to share the relevant information from the OPCC's website.

RESOLVED:

That the Panel noted the update on the PCC's Performance Meetings.

Actions/further information to be provided:

1. **R30/21** - The OPCC will share the relevant information such as the agenda on the upcoming performance meetings as included on the OPCC's website.

72/21 PCC DECISIONS AND FORWARD PLAN [Item 11]

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)

Alison Bolton - Chief Executive (OPCC)

Key points raised in the discussion:

1. A Panel member referring to Appendix A - OPCC Decision Log 2021, queried what decision number 31: 'Use of OPCC Reserve' related to.
 - In response, the Chief Finance Officer (OPCC) explained that all reserves were under the control of the PCC so required a formal decision which was published on the OPCC website. Decision number 31 related to the use of the reserve to pay for the DPCC, an additional amount for property advice and for an analyst that the OPCC appointed who was focused on gathering data for grant applications.
 - The Panel member further asked for a breakdown of the £150,000 spend amount regarding decision number 31: 'Use of OPCC Reserve'.

- The Chief Finance Officer (OPCC) responded that the detail on the decision was published on the OPCC's website.
2. The Panel member referred to Appendix B - OPCC Forward Plan, noting that having compared the OPCC Forward Plan provided in the September agenda against that provided in the June agenda, he noted that decisions that he expected to see in Appendix A - OPCC Decision Log 2021 concerned the Concordat with the Chief Constable, the PCC to Approve Expenses schemes and the appointment of the DPCC - the publication of the Annual Report and approval of the Draft Financial Statements for 2020/21 were not included as he deduced that those were simply reports rather than decisions.
- The Chief Executive (OPCC) responded that since the agenda item was published, the OPCC Forward Plan had been updated. She explained that the PCC is obliged to make public key decisions, the appointment of the DPCC was in the public domain via the Panel's June minutes, so where that was the case the OPCC did not always publish a separate decision number, however going forward she would look at providing a definitive OPCC Decision Log.
 - The Panel member suggested that going forward to ensure completeness the OPCC Forward Plan should identify any key decisions which would then be included in the OPCC Decision Log.
 - The Chairman asked if an email could be circulated from the OPCC regarding what decisions are deemed 'key', such as those taken by the PCC as opposed to an officer.
 - The Chief Executive (OPCC) explained that the OPCC Forward Plan informed the work of the Office as a whole and not just 'key decisions' to be taken by the PCC. She would look at the way it was presented going forward.

RESOLVED:

That the Panel noted the report.

Actions/further information to be provided:

1. **R31/21** - The Chief Executive (OPCC) will look at the way both the OPCC Forward Plan and the OPCC Decision Log were presented to the Panel going forward, providing an explanation to Panel members on which decisions and why are deemed as 'key'; to ensure that key decisions identified on the OPCC Forward Plan are included in the OPCC Decision Log when necessary so that a definitive record is kept.

73/21 COMMISSIONER'S QUESTION TIME [Item 12]

See Annex A - Submitted Questions and Responses

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. *Councillor Paul Kennedy (Mole Valley District Council):*

Thanked the PCC for her response and welcomed the PCC's previous visit to Fetcham and upcoming visit to Bookham.

Regarding the timing of review of the existing Surrey Police CCTV Strategy, he asked when the PCC would be able to share the outcome of the review with Surrey's District and Borough Councils; asking whether the outcome could be shared before the end of the year.

In response, the PCC noted that:

- She was not aware of a specific timeline for the review of the Surrey Police CCTV Strategy and so would look into the matter.
 - The use of CCTV remained a long-standing issue and proposed that the Panel may want to look at in more detail going forward.
 - She had discussed CCTV with other PCCs across the country and where it worked best was where local council leaders formulated a joint CCTV plan.
 - The challenge for Surrey Police concerning CCTV was that there was not a uniform CCTV plan amongst Surrey's District and Borough Councils, formulating one with input from the Panel would help inform Surrey Police and its CCTV Strategy.
- A Panel member referred to the following sentence in the PCC's response "about how Surrey Police are taking advantage of new tools and ways to gather information", and asked to what extent that involved artificial intelligence (AI) such as facial recognition technology and 'predictive policing' through algorithms. He welcomed transparency on such tools and information gathering, considering the issue of biased algorithms for example.
 - In response, the PCC noted that the Chief Constable was keen for both Surrey and British policing to be at the forefront of global policing in using the best technology in the right way, the Chief Constable had raised the issue of surveillance technology with the Prime Minister recently and suggested that the issue is raised with the Chief Constable at the informal Panel meeting in October as it concerned operational matters.
 - A Panel member asked whether the PCC would like to put a formal action on Panel members to seek collaboration from Surrey's District and Borough Councils on a joint CCTV plan across the county.
 - In response the PCC welcomed Panel members' support on the issue.
 - The Chairman noted an action for the Panel to consider scrutinising how CCTV could be used effectively in Surrey; looking at the different approaches to CCTV across Surrey's Boroughs and Districts and other counties.
 - A Panel member noted the importance of Panel members taking a lead on the issue within Surrey's District and Borough Councils but emphasised that the PCC needed to take a lead on the matter too.

RESOLVED:

The Panel raised issues and queries concerning Crime and Policing in Surrey with the Commissioner.

Actions/further information to be provided:

1. **R32/21** - The PCC will look into whether there is a specific timeline of the review of the Surrey Police CCTV Strategy, so Panel members could share the outcome with Surrey's Districts and Borough Councils.
2. **R33/21** - Panel members to consider raising the operational issue of artificial intelligence (AI) such as facial recognition technology and 'predictive policing' through algorithms regarding surveillance and CCTV at the informal Panel meeting with the Chief Constable in October.
3. **R34/21** - The Panel will consider scrutinising how CCTV could be used effectively in Surrey.

74/21 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 13]**Witnesses:**

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

Key points raised in the discussion:

1. The Committee Manager (SCC) explained that since the last Panel meeting, one collated complaint composed of thirty-seven complaints had been received as detailed in Appendix A.
2. The Committee Manager (SCC) explained she was seeking legal advice on the handling of the complaint in order to assess how the multiple complaints on the same issue were to be brought to the Sub-Committee; details on the action taken would be provided at the next public Panel meeting in November.

RESOLVED:

The Panel noted the report and Appendix A: that one (collated) complaint since the last Panel meeting had been received and would be referred to the Complaints Sub-Committee.

Actions/further information to be provided:

None.

75/21 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 14]**Witnesses:**

Lisa Townsend - Police and Crime Commissioner for Surrey
Amelia Christopher - Committee Manager (SCC)

Key points raised in the discussion:

1. Referring to R9/21 which had been marked as complete, a Panel member noted that the action was in two parts and the second part had not been

answered; whereby the PCC was to confirm whether she would give a similar response to her predecessor regarding an increase in 20 mph speed limit areas in Surrey.

- The PCC responded that she had not seen the previous PCC's response, and was conscious that the response was said during purdah.
- 2. Referring to R14/21, the Chairman reminded Panel members to share and publicise the Panel's Annual Report 2020-21 to their respective Borough and District Councils, and local areas; and to report back on the matter.
- 3. Referring to R17/21, the Chairman sought a nomination to fill the outstanding vacancy on the Finance Sub-Group.
 - A Panel member suggested that it would be helpful in terms of political balance to have a Conservative Panel member join the Finance Sub-Group.
 - In response, Councillor Valerie White filled the vacancy.

RESOLVED:

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

Actions/further information to be provided:

None.

76/21 EXCLUSION OF THE PUBLIC [Item 15]

RESOLVED:

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

PART 2 – IN PRIVATE

77/21 ENTERPRISE RESOURCE PLANNING (EQUIP) PROGRAMME [Item 16]

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)

Key points raised in the discussion:

1. The Chief Finance Officer (OPCC) provided a Part 2 verbal update on the Enterprise Resource Planning (EQUIP) Programme, outlining its purpose and its future.
2. The Chairman suggested the removal of the ERP (Equip) Programme as a standing item under Part 2, the Panel agreed, and the item would be kept

under review receiving future Panel updates as and when there was substantial information to report.

RESOLVED:

That the Panel noted the Part 2 verbal update.

Actions/further information to be provided:

1. **R35/21** - The ERP (Equip) Programme will be removed as a standing item under Part 2 but will remain under review in the Forward Work Programme with future Panel updates to be brought as and when there is substantial information to report.

78/21 PUBLICITY OF PART 2 ITEMS [Item 17]

RESOLVED:

The Panel agreed that no confidential information within the item(s) considered under Part 2 of the agenda should be made available to the Press and Public.

79/21 DATE OF NEXT MEETING [Item 18]

The Panel noted that its next public meeting would be held on 24 November 2021 at Woodhatch Place, Reigate.

The Chairman reminded the Panel that the private informal meeting for Panel Members with the Chief Constable will take place on 27 October 2021.

Meeting ended at: 12.36 pm

Chairman

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SURREY POLICE AND CRIME PANEL – 15 SEPTEMBER 2021

PROCEDURAL MATTERS – PANEL MEMBER QUESTIONS AND RESPONSES

1. Question submitted by Councillor Paul Kennedy (Mole Valley District Council)

Following the Sarah Everard tragedy, there have been widespread calls for measures to make our streets safer - with better street lighting for pedestrians and cyclists, and CCTV to deter and catch offenders and reassure women, girls and vulnerable minorities, as well of course as bringing back more visible police.

The Bookhams Residents' Association have told me how much they value and would like to expand the CCTV in their high street, which has been instrumental in solving a number of serious crimes including a rapid response to a ramraid on a local store. However, in July you reportedly told the Fetcham Residents Association, who want CCTV installed in Fetcham village centre where there has been antisocial behaviour and a recent assault, that cameras are not the "panacea" that many residents imagine. You were reported as saying:

"I would much rather look at solving issues with anti-social behaviour with a community based approach, with our police and PCSOs, making sure we are tackling the problem at the root - to make sure we are tackling it not just from an enforcement point of view but a prevention point of view as well."

We all want to see more community policing. However, residents are perplexed that for example two police officers have been sitting in a marked car at a quiet location in Mole Valley, with its engine running for 24 hours a day, 7 days a week, throughout the summer - the equivalent of over 10 FTEs or 0.5% of Surrey's entire force.

Local authorities are currently expected to contribute to the cost of maintaining CCTV on behalf of Surrey Police, even though we are told that increasingly they do not use or value CCTV. Do you see a role for CCTV or other surveillance tools in keeping Surrey safe and in freeing up Surrey's police officers to be more productive, and if so when?

Response:

In 2018, Surrey Police launched its CCTV Strategy. Its aims were:

- Maintaining police access to CCTV, agreeing a consistent funding process with partners to enable this
- Supporting local authorities and other partners in taking over CCTV service provision within the next five years
- To work in partnership with all CCTV stakeholders to ensure CCTV provision is forward-thinking and compliant with relevant codes of practice

- Maximising efficiency opportunities from CCTV service provision, delivering savings where possible

The strategy was discussed with partners in what is a complex mix of arrangements and funding in different districts and boroughs. It was also set against a time of increased resource pressures across the public sector. It was also recognised at the time by the Force that CCTV was not always the best way to gather intelligence and support communities feel safe and the police started to find ways to capture other intelligence like dashcam footage and mobile phone videos.

However, since I took Office I have been approached regularly by Councillors and residents about CCTV, with many wanting to increase coverage in their areas. I am still of the view that CCTV has a place in our communities, however CCTV alone will not reduce crime and disorder and we need to work together to understand what is causing issues such as anti-social behaviour and find long-term preventative measures in addition to enforcement tactics.

Over the summer I asked my Office to gather information, both locally and nationally on the impact CCTV can have. I have spoken to Surrey Police's lead on CCTV to understand their position and while I am in support of the aims of their strategy, I will be asking for this to be reviewed because, as you have noted, recent events and Home Office initiatives have supported the use of CCTV. I also want to know more about how Surrey Police are taking advantage of new tools and ways to gather information.

In respect of the police officers located in Mole Valley, I am aware that this is part of an ongoing operation and as such, I am not in a position to comment further. I do know however, that the local Safer Neighbourhoods Team has engaged with local residents on this issue.

SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH SIX FINANCIAL YEAR 2021/22

1. SUMMARY

The purpose of this report is to inform the Surrey Police and Crime Panel of the Surrey Police Group (i.e. OPCC and Chief Constable combined) financial position as at 30 September 2021 as well as a prediction for the situation at the end of the year.

A report on the OPCC financial performance is included elsewhere on this agenda.

2. RECOMMENDATIONS

The Police and Crime Panel is asked to note and comment on the report as appropriate.

3. REASONS FOR RECOMMENDATIONS

Not applicable as no decision is required.

4. INTRODUCTION

The 30 September 2021 marks the half way point in the 2021/22 financial year. The PCC is pleased to be able to report that both Revenue and Capital are projected to be underspent by the end of the year. In terms of revenue, the projected underspend is £300k mainly driven by a reduction in staffing costs. With regard to capital, the underspend is projected to be £5.6m although this is mainly due to slippage in Capital expenditure. In addition, almost all of the £6.4m of savings required for 2021/22 have been identified. Furthermore, precept and uplift recruitment is projected to meet its target of 150.4 FTE by the end of the financial year.

5. REVENUE FINANCIAL PERFORMANCE AS AT 30 SEPTEMBER 2021

Actual costs against revenue are summarised in the table below

	2021/22 PCC Budget £m	2021/22 Force Budget £m	2021/22 Total Budget £m	2021/22 Projected Outturn £m	Projected Variance £m
Month 6	2.8	258.9	261.7	261.4	(0.3)

This is further broken down in the table below:

Sep-21	Year to Date	Full Year		
	Actual £'000	Forecast £'000	Budget £'000	Variance £'000
Payroll	116,068	218,616	219,144	(528)
Premises Related Expenditure	5,899	11,665	11,804	(139)
Transport Related Expenditure	2,118	5,617	4,945	672
Supplies & Services	17,813	36,018	33,067	2,951
Capital financing and Financial Reporting	73	6,637	6,180	457
Grants & Income	(15,396)	(17,100)	(13,413)	(3,688)
Total	126,575	261,453	261,727	(275)

a) Wages and Salaries

Payroll is the largest expense incurred by the Force. The positive variance of £528k represents 0.24% of total spend. This projected variance is further broken down as follows:

Sep-21	Year to Date	Full Year		
	Actual £'000	Forecast £'000	Budget £'000	Variance £'000
Police Officer Pay	70,247	124,957	126,604	(1,648)
Police Officer Overtime	2,716	5,951	4,877	1,074
Police Staff Pay	38,648	78,527	78,711	(183)
Police Staff Overtime	742	1,500	1,160	340
Other Employee Expenses	2,031	4,375	4,338	37
Temporary or Agency Staff	676	1,080	701	378
Restructure, Training & Conference Costs	1,007	2,227	2,753	(526)
Total	116,068	218,616	219,144	(528)

Police Officer pay is underspent mainly due to the phasing of recruitment of new officers and pay rates. At month six, 2,092 FTE officers are in post against a budget of 2,105 FTE although it is projected this number will be reached by the year end.

Overtime continues to be a concern and is being monitored by the Force overtime working group. However, pressures caused by sickness and requirements to assist has put pressure on staff which has been covered by overtime.

The historical position is shown in the tables below and it can be seen that overtime is a continuing pressure for the Force:

Police Overtime	Budget £'000	Actual £'000	Variance £'000	Variance %	Average per FTE
2021-22	4,877	5,951	1,074	22%	2,844
2020-21	4,999	5,633	635	13%	2,840
2019-20	3,554	4,826	1,272	36%	2,577
2018-19	4,030	4,270	240	6%	2,241
2017-18	4,232	6,688	2,456	58%	3,417
2016-17	3,839	6,568	2,729	71%	3,516

Staff Overtime	Budget £'000	Actual £'000	Variance £'000	Variance %	Average per FTE
2021/22	1,159	1,499	340	29%	809
2020/21	1,152	1,721	569	49%	958
2019/20 exc PCC	1,119	1,543	424	38%	912
2019/20 PCC	10	19	9	90%	11
2019/20	1,129	1,562	433	38%	945
2018/19	1,561	1,454	-107	-7%	882
2017/18	1,641	1,853	212	13%	1,101

Agency and temporary staff costs are forecast to be £1m at the end of the year. This compares with a projection of £2.4m for the same period last year. Expenditure has reduced significantly in areas such as ICT and the largest element goes on employing investigative staff in Operations.

b) Non-Pay Budgets

The current actuals and projected outturn for these budgets are summarised in the table below:

Sep-21	Year to Date		Full Year	
	Actual £'000	Forecast £'000	Budget £'000	Variance £'000
Premises Related Expenditure	5,899	11,665	11,804	(139)
Transport Related Expenditure	2,118	5,617	4,945	672
Supplies & Services	17,813	36,018	33,067	2,951
Capital Financing and Financial Reporting	73	6,637	6,180	457
Grants & Income	(15,396)	(17,100)	(13,413)	(3,687)
Total	10,507	42,837	42,583	254

The reasons for significant variances are as follows:

- Premises is currently underspent due to lower than expected utilities usage earlier in the year probably caused by Covid working arrangements. However, this is being offset by increases in tariffs for the winter period
- Transport is projecting an overspend relating to increasing fuel costs
- Supplies and services expenditure appears to have increased although a lot of it is because of additional grants and income. Legal costs continue to be above budget and ICT continues to be a spending pressure
- Income is above budget due to additional grants received for areas such as victim services and there has also been income from secondments and officers posted to regional units

6. DELIVERY OF SAVINGS FOR 2021/22

Savings of £6.4m were required for 2021/22 and all of these, except for £30k, have been identified and removed from budgets. These have been achieved in the following areas:

- £2.6m capital expenditure to be funded by revenue now funded through borrowing or deferred
- £1.9m savings from individual areas such as reduction in insurance and storage costs, reducing the size of the fleet etc
- £1.9m from managing vacancies and pay growth

The draft MTFs presented at the last meeting shows that the Force will need to find further substantial savings over the next 4 years including £6m for 2022/23 alone. Work is ongoing to identify these as part of the budget setting process. It is not known at the moment what impact the Spending Review will have on this, as detailed figures have not been released yet.

7. PRECEPT AND UPLIFT INVESTMENT

The precept & uplift investment approved for 2021/22 allowed for the increase in police officers and police staff. The following tables represent the forecast position against the Op Uplift and precept investment.

Op Uplift Precept Investment 2021/22	Year to Date	Investment provided	Forecast
	M6		At 31/3/22
Employee Group	FTE	FTE	FTE
Police Officers – Uplift growth *	60.0	73.4	73.4
Police Officers – Precept growth		10.0	10.0
Police Staff – Precept growth	47.0	67.0	67.0
Total	107.0	150.4	150.4

*Note the police officer figure represents the May to August intakes and the Uplift target will be met first, followed by precept. The planned October intake is for 72 officers.

Op Uplift Precept Investment 2021/22	Investment provided	Forecast	Variance
		At 31/3/22	M6
Employee Group	£m	£	£
Police Officers – Uplift growth	4.1	4.1	0.0
Police Officers – Precept growth	0.5	0.5	0.0
Police Staff – Precept growth	2.6	1.8	(0.8)
Non Pay	0.9	0.9	0.0
Associated Costs	0.8	0.8	0.0
Total	9.0	8.1	(0.8)

There is a projected one-off underspend due to timing of recruitment of the police staff.

8. CAPITAL EXPENDITURE TO 30 SEPTEMBER 2021

The capital budget for 2021/22 was approved by the PCC in February 2021 totalling £19.3m, with an additional £6.7m capital slippage from 2020/21 and South East Regional Organised Crime Unit (SEROUCU) deferred contribution of £1.0m, therefore resulting in a total capital programme of £27.0m. Details of actual and estimated spend against budget are shown in the table below:

Capital Summary	2021/22 Total Budget £000	2021/22 Forecast £000	Forecast Variance £000
ICT Strategy	4,721	4,410	(311)
Equip	-	-	-
Commercial and Finance Services	6,881	4,996	(1,885)
Specialist Crime	1,624	1,411	(213)
Operations	892	1,378	486
Corporate Services	12,532	8,845	(3,687)
Local Policing	438	443	5
Total	27,089	21,483	(5,606)

The Force runs a flexible programme managing schemes over a rolling 2-year period enabling schemes to be bought forward or deferred.

The main variances are as follows:

- ICT – Reprofitting of several IT projects such as the Service Management Platform and Server replacement into next year
- Commercial Services - £1.4m relates to an estimated budget for a new firing range for which the business case is still being prepared and so will probably slip into next year. The remaining underspend relates to a review of priorities in the estate's strategy
- Operations – This overspend is due to additional investment in the Surrey Camera Partnership equipment funded by contributions.
- Corporate Service – this all relates to sums set aside for Building the Future and related projects which have now been pushed back because of the review.

The Home Office only provides a grant of £0.2m for Police Capital Expenditure. Hence of the budgeted £27.1m of capital expenditure, it is anticipated that £22.8m will be funded from borrowing, £3.1m from revenue with the remaining £1m from Capital Receipts and £200k from Government Grant. If projects are deferred into the following year, then the level of potential borrowing will fall. No external borrowing has been taken out so far in this financial year.

9. RESERVES AND TREASURY INVESTMENTS

At 30 September 2021, reserves totalled £19.6m of which £8.5m are not earmarked. This represents just over 3% of the net budget. In addition, £30.9m was held for investment with Surrey County Council and loans amounted to £15.6m. This is the outstanding amount of the loan taken out in March 2019 to purchase the Leatherhead site.

10. CONCLUSION AND CHALLENGES

As can be seen from the report, based on the predictions made, the Force should end the year just about on budget. All the savings have been identified and removed from budgets and the Uplift and Precept investment is proceeding to plan. Although there is an underspend in Capital, this is mainly due to slippage rather than any savings, but does however mean that additional borrowing can be deferred into the future. That said there are still challenges, which need to be monitored closely, that could impact the final outturn for this year. The main ones are as follows:

- Although savings have been allocated, they may not be achieved – particularly in ICT – leading to a cost pressure
- Covid 19 is still having an impact and pressures may get worse. There has been no word on additional funding for this from Government
- Forensics costs continue to rise due to increased use and price
- Inflation and particularly increases in costs for fuel and energy may have a bigger impact than anticipated

The biggest challenge however remains the need to identify savings to deal with budget pressures from 2022/23 onwards driven primarily by increasing staff costs, demand, and inflation.

11. CONTACT INFORMATION

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(OPCC)

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SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

OFFICE OF THE POLICE AND CRIME COMMISSIONER FINANCIAL UPDATE FOR MONTH SIX FINANCIAL YEAR 2021/22 AND ESTIMATE FOR YEAR END OUTTURN

1. SUMMARY

The purpose of this report is to inform the Police & Crime Panel of the OPCC's financial performance at Month 6 for the 2021/22 financial year together with an estimate of the year end outturn against budget.

The PCC is pleased to be able to report that the OPCC is predicted to end the year just slightly under budget.

2. RECOMMENDATIONS

It is recommended that the Police and Crime Panel note and comment on the report as appropriate.

3. INTRODUCTION

The budget for the OPCC of £2.8m was agreed in February 2021. As at 30 September 2021 is estimated that the OPCC will be underspent by £6,183.

4. FURTHER DETAILS

A more detailed breakdown is attached as Appendix A. There are several variances due to timing and assumptions which are reflected in the report. The report includes a transfer of £150,000 from reserves made in the period.

5. CONCLUSION AND CHALLENGES

Based on the assumptions made the OPCC should finish the year on budget. This assumes that grant payments and commissioned services are implemented by the end of the year. If this does not happen then any unspent amounts will be carried forward into the following year.

6. BACKGROUND INFORMATION/PAPERS/ANNEXES

Appendix A – Detailed OPCC Financial report as at 30 September 2021.

7. CONTACT INFORMATION

Lead Officer: Kelvin Menon, Chief Finance Officer and Treasurer
(OPCC)

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APPENDIX A – Budget and Costs to 30 September 2021

Team	Subjective	Year to Date			Full Year		
		Actual	Budget	Variance	Forecast	Budget	Variance
PCC Costs	Police Staff Pay	45,807	45,890	(83)	91,713	91,825	(112)
	Training Costs		746	(746)	1,500	1,500	-
	Travel and Subsistance	112	1,997	(1,885)	3,300	4,000	(700)
	Supplies & Services	12	272	(260)	450	550	(100)
	Total Net Costs	45,931	48,905	(2,974)	96,963	97,875	(912)
Deputy PCC Costs	Police Staff Pay	24,113		24,113	58,391	70,000	(11,609)
	Training Costs			-	1,300		1,300
	Travel and Subsistance			-	800		800
	Supplies & Services			-	350		350
	Total Net Costs	24,113	-	24,113	60,841	70,000	(9,159)
OPCC Staff, Office and Advisory Costs	Police Staff Pay	394,936	396,657	(1,721)	788,681	818,669	(29,988)
	Other Employee Expenses		1,747	(1,747)	3,500	3,500	-
	Training Costs	1,577	3,314	(1,737)	7,274	6,650	624
	Office Costs	24,263	25,710	(1,447)	50,955	51,440	(485)
	Travel and Subsistance	5,001	7,495	(2,494)	15,303	15,020	283
	Subscriptions	30,818	38,720	(7,902)	38,720	38,720	-
	Federation subs				23,000	23,000	-
	Supplies & Services	17,829	35,670	(17,841)	75,141	82,600	(7,459)
	Other income	(5,880)		(5,880)			-
	Total Net Costs	468,544	509,313	(40,769)	1,002,575	1,039,599	(37,024)
Communications, Consultauion and Publicity	Restructure, Training & Conference Costs		504	(504)	1,010	1,010	-
	Room Hire		1,499	(1,499)	3,000	3,000	-
	Supplies & Services	16,674	10,485	6,189	50,770	50,990	(220)
	Total Net Costs	16,674	12,488	4,186	54,780	55,000	(220)
Audit Costs	Member Allow ances	11,846	15,319	(3,473)	30,443	30,644	(201)
	Training Costs	350	514	(164)	1,030	1,030	-
	Travel and Subsistance		248	(248)	500	500	-
	Supplies & Services		398	(398)	800	800	-
	Internal audit	40,138	40,400	(262)	80,800	80,800	-
	External Audit	14,020	20,200	(6,180)	40,400	40,400	-
650010 - Office of PCC Surrey - Audit Commit	Total Net Costs	66,354	77,079	(10,725)	153,973	154,174	(201)
Victim Services	Police Staff Pay	53,219	53,095	124	129,371	106,242	23,129
	Restructure, Training & Conference Costs	100	912	(812)	1,700	1,830	(130)
	Transport Related Expenditure	1,307	2,013	(706)	3,622	4,030	(408)
	Grants and Comissioned Services	2,033,589	1,381,322	652,267	3,273,951	1,946,697	1,327,254
	Government Grant and Precept Funding	(1,111,163)	(695,483)	(415,680)	(2,740,811)	(1,390,966)	(1,349,845)
	Total Net Costs	977,052	741,859	235,193	667,833	667,833	(0)
Community Safety Fund	Grants and Support	560,209	530,000	30,209	808,000	808,000	-
	Total Net Costs	560,209	530,000	30,209	808,000	808,000	-
Independent Custody Visitors	Training Costs		1,049	(1,049)	2,100	2,100	-
	Room Hire	41	496	(455)	1,000	1,000	-
	Supplies & Services	275	2,544	(2,269)	4,434	5,100	(666)
	Total Net Costs	316	4,089	(3,773)	7,534	8,200	(666)
Other Grants		40,000	26,639	13,361	95,300	53,300	42,000
	Total Net Costs	40,000	26,639	13,361	95,300	53,300	42,000
Funding from Reserves in year		(150,000)	-	(150,000)	(150,000)	(150,000)	-
Overall Total PCC		2,049,193	1,950,372	98,821	2,797,798	2,803,981	(6,183)

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SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

DRAFT POLICE AND CRIME PLAN 2021-2025

1 SUMMARY

This report introduces the draft Police and Crime Plan 2021-2025 for comment from the Police and Crime Panel.

2 RECOMMENDATIONS

The Police and Crime Panel is asked to review and comment on the Draft Plan.

3 REASONS FOR RECOMMENDATIONS

The PCC is required to consult the Panel on the draft Police and Crime Plan.

4 DETAIL

Purpose of the Police & Crime Plan

Police and Crime Plans are a statutory requirement for all police force areas introduced as part of the Police Reform and Social Responsibility Act 2011. Whilst every plan will be localised in nature, they will share a common aim in communicating a Commissioner's vision and objectives during his or her term of office. The Plan is intended to set out a range of activities that will tackle crime and improve community safety in an efficient and effective way. It will impact upon a wide variety of stakeholders and has a number of different intended audiences including the public, victims of crime, Chief Officers of Police, the Secretary of State, the Police and Crime Panel, private and voluntary sectors and partner agencies such as criminal justice and local authorities.

The Surrey Police and Crime Commissioner (PCC) is required to issue a new Police & Crime Plan "as soon as practicable" after taking office. Until a new plan is issued, the plan set by the previous PCC remains in place. The PCC is obliged to prepare a draft in consultation with the Chief Constable and should also consult to obtain the views of local people, victims of crime and partner agencies such as community safety partnerships to inform her priorities.

The Police and Crime Panel must then review the draft plan and the Commissioner must have regard to, and provide a response to, any report or recommendations made by the Panel. She must also publish that response and the plan itself and send a copy of the final plan to the Chief Constable.

The content, style and focus of the plan is a matter for the Commissioner. However, the Police Reform and Social Responsibility Act 2011 identified several items that must be contained within every Plan, as follows:

- the Commissioner's police and crime objectives for the area;
- the policing of the police area which the chief officer of police is to provide;
- the financial and other resources which the Commissioner is to provide to the chief officer of police;
- the means by which the chief officer of police will report to the commissioner on the chief officer's provision of policing;
- the means by which the chief officer of police's performance in providing policing will be measured; and
- the grants which the Commissioner is to make

In addition, there are several statutory responsibilities that the Commissioner must consider when formulating the police and crime plan, including to:

- Co-operate with responsible authorities in formulating and implementing local crime and disorder strategies and have regard to the relevant priorities of each responsible authority
- Make arrangements for engaging with local people
- Achieve value for money
- Co-operate with local criminal justice bodies to provide an efficient and effective criminal justice system for the police area
- Ensure that the Chief Constable fulfils their duties relating to equality and diversity
- Have regard to the need to safeguard and promote the welfare of children
- Have regard to the Strategic Policing Requirement issued by the Secretary of State
- Have regard to any guidance or codes of practice issued by the Secretary of State

Draft Police and Crime Plan

All of the above requirements have been considered in formulating the draft Police & Crime Plan.

The PCC and Deputy PCC have carried out extensive consultation with partners and residents. A wide range of partners were consulted including councillors, Panel members, MPs, schools, police officers and staff across the organisation, community safety partners, health and wellbeing and safeguarding partners, rural communities and diverse groups.

The priorities for the Police and Crime Plan most identified by partners, in order of 'mentions', were:

- County Lines/ drugs
- Children and young people
- Anti-Social Behaviour
- Tackling Violence Against Women/ Domestic Abuse

- Visibility/ local policing
- Police engagement with communities
- Reduced Killed/ Seriously injured and improved road safety

A full report on the results of stakeholder consultation has been provided to the Panel for their information. This is not made public as partners gave their views in confidence.

The PCC also carried out a survey with residents. The results of this survey were used to inform the priorities and content of the plan will be published on the PCC's website. The main priority areas identified by residents in the survey were:

- Catching offenders and bringing to justice
- Visible police presence
- Tackling Anti-Social Behaviour
- Tackling violence against women and girls
- Reducing burglary

A report on the public consultation results has also been provided to the Panel.

The Commissioner has consulted with the Chief Constable and his team throughout the development of the Plan. In addition, consideration was given to the intelligence and strategic analysis of crime problems in Surrey; partnership strategies; views of professionals in policing and the OPCC; national priorities; current performance; finances and financial outlook and the Force Management Statement.

The plan has also been developed alongside the budget and consideration given to what is achievable with the police precept set and funding available for wider community safety work.

The priorities set in the plan are:

- ***Preventing violence against women and girls in Surrey***
- ***Protecting people from harm in Surrey***
- ***Working with Surrey communities so that they feel safe***
- ***Strengthen relationships between Surrey Police and Surrey residents***
- ***Ensuring safer Surrey roads***

The Plan details the key actions to be taken by Surrey Police and the PCC's own office to achieve those aims. In addition, there is a section on resources for Surrey Police and the PCC and a section to cover other statutory requirements for a Police and Crime Plan.

Following the panel meeting and any comments made, the Plan will be published on the PCCs website and available in paper copy.

Monitoring Progress Against Police and Crime Plan

Along with the development of the Plan, the OPCC has been working with Surrey Police to develop the measures to monitor progress against the plan. The draft measures are attached at Appendix B. Once agreed by the PCC and Chief Constable these will be used to form the scorecard for the Force Service Board, for reporting to the public by the PCC during her accountability meetings with the Chief Constable and for reporting progress to the Panel.

5 ATTACHMENTS AND BACKGROUND INFORMATION

Attachments:

Appendix A Draft Police and Crime Plan 2021-2025
Appendix B Draft Monitoring of the Police and Crime Plan

Background Information:

The Panel has also asked for key background documents which were used to inform the plan. These have been provided for member information only outside the meeting. These are:

- Stakeholder Consultation Feedback Report
- Resident Survey Report
- Chief Constable's Commitments
- Surrey Police Force Management Statement
- Control Strategy
- OPCC Commissioning Strategy
- Surrey Community Safety Agreement
- Strategic Policing Requirement
- SCC Partnership Commitment

In addition, the performance scorecard and finance reports were considered – already received by members of the Panel.

An Equality Impact Assessment of the Plan has been undertaken. Once the Plan is finalised, this will be reviewed again and published.

Also considered was the Surrey and Sussex Strategic Assessment which looks at the intelligence picture and strategic crime threats. This could not be circulated to members due to containing sensitive information but is summarised in the Control Strategy.

6 CONTACT INFORMATION

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Surrey Police and Crime Commissioner

Police and Crime Plan 2021-2025

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Police and Crime Commissioners are elected every four years to oversee policing, victim services and community safety for each police force area in England and Wales. Lisa Townsend was elected as Police and Crime Commissioner for Surrey in May 2021. Lisa is responsible for overseeing the work of Surrey Police, holding the Chief Constable to account, helping to tackle the crime issues that matter to people in Surrey and commissioning services to support victims of crime. She is also required to set out a Police and Crime Plan for the county.

Foreword from the Police and Crime Commissioner

When I was elected as Police and Crime Commissioner in May, I pledged to keep residents' views at the heart of my plans for the future. One of the most important roles I have is to represent the views of those live and work in Surrey in how our county is policed and I want to make sure the public's priorities are my priorities. So I am delighted to present my Police and Crime Plan which set out the key areas I believe Surrey Police need to focus on during my term of office.

There are a number of issues our communities have told me are important to them such as tackling anti-social behaviour in their local area, improving police visibility, making the county's roads safer and preventing violence against women and girls. This plan has been designed to reflect those priorities and will provide the basis on which I hold the Chief Constable to account for delivering a policing service our communities expect and deserve.

A lot of work has gone into developing this plan and I wanted to ensure it reflects as wide a range of views as possible on those issues that are important to people in Surrey. With the help of my Deputy PCC, Ellie Vesey-Thompson, we undertook the widest consultation process ever carried out by the Commissioner's office. This included a county-wide survey of Surrey residents and direct conversations with a key groups such as MPs, councillors, victim and survivor groups, young people, professionals in crime reduction and safety, rural crime groups and those representing Surrey's diverse communities.

What we heard was lots of praise for the Surrey Police officers, staff and volunteers across the county, but also a desire to see a more visible police presence in our communities, tackling those crimes and issues that are important to people where they live.

Our police teams of course cannot be everywhere and much of the crime they have to deal with, such as domestic abuse and fraud, happens out of sight - in people's homes and on-line. We know that a visible police presence can provide reassurance to residents, but we need to make sure that this is directed to the right places and has a purpose.

I am in no doubt that these are challenging times. In the last 18 months policing has been under great stretch as it adapted to delivering services and maintaining resources during the Covid-19 pandemic. And more recently there has been intense public scrutiny following the shocking death of Sarah Everard at the hands of a serving police officer. This has sparked much debate about the continued epidemic of violence that women and girls experience and the police service has much work to do to combat this problem, tackle the root causes of offending and restore confidence in policing.

I have heard from you how important it is that those who offend, who target our vulnerable people or threaten our communities need to be brought to justice. I have also heard how important it is to you to feel connected to Surrey Police and to be able to get help when you need it.

Balancing these demands is the challenge our police leaders face. We are receiving more funding for police officers from the Government but it will take time for these officers to be recruited and trained. Having spent a great deal of time out and about with our policing teams since I was elected, I have seen first-hand the hard work and dedication they put in every day to keep our county safe. They deserve the continued thanks of us all for their continued commitment.

Surrey is a fantastic place to live and work and I am committed to using this plan and working with the Chief Constable to ensure we have a policing service this county can continue to be proud of.

Lisa Townsend, Police and Crime Commissioner for Surrey

Foreword from the Chief Constable

To follow

Gavin Stephens, Chief Constable for Surrey Police

DRAFT

Police and Crime Plan Priorities

The priorities in this Police and Crime Plan reflect those areas that residents and the key groups we spoke to felt were important to them. I also considered current crime trends and professional analysis from the police on where resources are needed to keep Surrey safe.

The priorities set out in this plan are:

- ***Preventing violence against women and girls in Surrey***
- ***Protecting people from harm in Surrey***
- ***Working with Surrey communities so that they feel safe***
- ***Strengthen relationships between Surrey Police and Surrey residents***
- ***Ensuring safer Surrey roads***

More information on how each of these priorities will be achieved is given in the next pages.

DRAFT

Preventing violence against women and girls in Surrey

Women and girls should be able to live free from fear of violence, but sadly that fear is grown from a young age. Whether it is experiencing harassment in the street through to other forms of gender-based abuse, being the victim of such behaviour has become 'normalised' as part of daily life. I want women and girls in Surrey to be safe and feel safe in public and private spaces. Combatting the scourge of Violence Against Women and Girls needs widespread societal change to address misogyny and gender inequality. Everyone has a role to play in addressing unacceptable behaviour in others. Violence Against Women and Girls encompasses a wide range of gender-based crimes, including domestic abuse, sexual offences, stalking, harassment, human trafficking and 'Honour' Based Violence. We know these crimes disproportionately affect women and girls, with women four times more likely to experience a sexual assault than men.

To support women and girls who are victims of violence:

Surrey Police will...	My office will...
Fully implement and deliver against the Surrey Police Violence Against Women and Girls Strategy 2021-2024, including high quality support to victims and improved understanding of violence and abuse	Commission specialist services that are accessible to women from diverse backgrounds and are informed by the voices of victims
Provide reassurance and build public confidence in the police to investigate violence against women and girls and empower all officers and staff to flag inappropriate behaviour amongst colleagues	Identify lessons and actions needed from domestic death reviews, safeguarding adult and safeguarding children reviews and work with partners to ensure families feel seen and heard
Intervene with stalking and domestic abuse perpetrators at early stages to address behaviour and prevent abuse by using protection orders	Play an active role in all key strategic partnership boards and groups focussed on tackling violence against women and girls
Commission services informed by the risks around abuse that cause women to become involved in the criminal justice system	

To bring offenders to justice:

Surrey Police will...	My office will...
Invest in investigation capability and skills to solve more cases and to break the cycle of reoffending for perpetrators	Work with the Criminal Justice System to ensure that the current backlog of court cases is cleared, improve timeliness and support victims so that cases can be taken to court where appropriate
Work with partners to promote happy and healthy relationships amongst children and young people that help them to recognise what's acceptable and what's not	

Men and boys are also victims of violence and sexual offences.

To support men and boys:	
Surrey Police will...	My office will...
Work closely with specialist services to ensure tailored and easily accessible support is available for men and boys to enable them to cope and recover	Review and understand the current provision of services to male victims, including the police response, victim support services and the effectiveness of safety planning for male victims

7

DRAFT

Protecting people from harm in Surrey

As Police and Crime Commissioner, I recognise that vulnerability comes in many forms and my office will be unwavering in its commitment to ensure all of our communities are protected from harm and victimisation, both online and offline. This may be abuse against children, older people or minority groups, hate crime, or harm to those who are vulnerable to exploitation.

7

To support victims vulnerable to harm:	
Surrey Police will...	My office will...
Meet the requirements of the new Victims' Code	Ensure the voices of victims are both heard and acted upon, that they are central to my office's approach to commissioning and shared formally with the wider criminal justice system
Ensure that victims of all crimes receive the highest possible quality of care through the Surrey Police Victim and Witness Care Unit	Seek out additional sources of funding to support delivery of local victim services.
Use feedback from victims, through surveys and feedback sessions, to understand their experience and improve the police response and wider criminal justice process	
Build confidence in those that have previously suffered in silence to seek support	
Work in partnership to protect people from harm by ensuring representation on key statutory boards in Surrey, maintaining constructive relationships and sharing good practice and learning.	

Children and young people can be particularly vulnerable to being targeted by criminals and organised gangs. I have appointed a Deputy Police and Crime Commissioner who will take a lead on working with police and partners to support children and young people.

To support young victims vulnerable to harm:	
Surrey Police will...	My office will...
Be guided by the National Child Centred Policing Strategy to improve the quality of policing for children and young people by acknowledging their differences, recognising their vulnerabilities and meeting their needs	Work alongside children and young people at every opportunity and help with education on the dangers of drugs and County Lines criminality
Work with education partners to make schools safe spaces and help inform children and young people around exploitation, drugs and County Lines criminality	Advocate for more funding to tackle the threat and risks that face our children and young people. I will call for more immediate resources to increase our preventative work and safeguard children and young people
Explore new approaches to tackling offenders who exploit our children	Ensure Surrey has appropriate services in place to help young victims cope and recover from their experiences
Work with partners to explore the impact of technology, supporting and developing preventative	

initiatives for communities, parents and the children and young people themselves

To reduce violence and knife crime:

Surrey Police will...	My office will...
Carry out operations aimed at reducing knife crime and educating communities about the dangers of carrying knives	Commission support services to intervene and reduce violence and knife crime such as the Child Criminal Exploitation Targeted Support service and the Early Help Project
Work with and support the serious youth violence partnership. Poverty, school exclusions and having multiple disadvantages are some of the driving factors and I am committed to working with the partnership to find solutions to these big issues	

7

To support people with mental health needs:

Surrey Police will...	My office will...
Engage and work with all relevant partners to ensure police resources are being used appropriately for children and adults experiencing a mental health crisis	Take forward at a national level the issue of mental health provision for those in crisis and monitor the impact of government reforms of the Mental Health Act
Use the Surrey High Intensity Partnership Programme and trauma-informed services to support those who need regular support	Work with partners to maximise the use of government funding awarded by the Changing Futures programme to improve local services for people experiencing multiple disadvantage and evaluate the outcomes for those involved in the criminal justice system
Continue to support a multi-agency approach to enable an appropriate response for people with a combination of mental health, substance misuse, domestic abuse and homelessness issues who are coming into regular contact with the criminal justice system	

To reduce fraud and cybercrime and support victims:

Surrey Police will...	My office will...
Support the most vulnerable victims of fraud and cyber crime	Ensuring that services are in place to protect vulnerable and older people, linking in with national and local partners
Support cyber crime prevention activity being included in day-to-day policing, local government and local business practices	
Working with partners to develop a common understanding among local partners of the threats,	

vulnerabilities and risks relating to fraud and cybercrime

To reduce reoffending:

Surrey Police will...	My office will...
Support the use of restorative justice in Surrey and ensure that victims are informed about and offered restorative justice services as laid out in the Victims' Code	Continue to support the reducing reoffending fund which delivers a broad range of projects, many of which are aimed at offenders experiencing multiple disadvantage, with the intention of diverting them away from the revolving door of offending behaviour
Implement the national Integrated Offender Management Strategy aimed at cutting neighbourhood crime, including burglary and robbery	Continue to support the Integrated Offender Management Team through the commissioning of services which to date has included housing schemes and a substance misuse service
Work with services that support children and young people to reduce reoffending	

Modern Slavery is the exploitation of people who have been forced, deceived, or coerced into a life of labour and servitude. It is a crime hidden often from society where victims are subjected to abuse, inhumane and degrading treatment. Examples of enslavement include a person who is forced to work, is controlled by an employer, is bought or sold as 'property' or has restrictions placed on their movements. It happens across the UK, including in Surrey, in situations such as car washes, nail bars, servitude and sex workers. Some, but not all, victims will also have been trafficked into the country.

To tackle Modern Slavery:

Surrey Police will...	My office will...
Work with law enforcement agencies, local authorities, non-governmental organisations and charities to co-ordinate the local response to modern slavery through the Surrey Anti-Slavery Partnership, particularly looking at ways to raise awareness and protect victims	Support victims through our work with Justice and Care and the newly appointed Barnardo's Independent Child Trafficking Guardians
Work with the National Anti-Trafficking and Modern Slavery Network	

Working with Surrey Communities so that they feel safe

I am committed to ensuring all residents feel safe in their local communities. Through my consultation it was clear many people feel their communities are impacted by crime in their local area such as anti-social behaviour, drug related harm or environmental crime.

To reduce anti-social behaviour:	
Surrey Police will...	My office will...
Work with Surrey communities to develop a problem-solving approach and interventions that work, putting the community at the heart of the response	Ensure victims and the community have easy access to the Community Trigger process
Improve the police response for victims of anti-social behaviour, ensuring Surrey Police and partners use the powers available to them, seek innovative ways to problem solve and work with communities to find lasting solutions	Support the specialist service in place in Surrey to support victims of anti-social behaviour
Support the Force's Problem-Solving Team in developing initiatives that target an area or crime type and using Designing Out Crime Officers to find solutions to anti-social behaviour	Identify opportunities to bringing additional funding to communities through projects like the Safer Streets initiative

To reduce drug related harm:	
Surrey Police will...	My office will...
Reduce the community harm caused by drugs, including crime committed to fuel drug dependence	Continue to commission the Cuckooing Service which supports those who have been exploited by criminal gangs
Tackle organised criminality, violence and exploitation that go hand-in-hand with the production and supply of drugs	Work with partners to develop and fund services that support those affected by substance misuse
Work with partners including education providers to inform children and young people about the danger of drugs, the dangers of getting involved in county lines and how they can seek help	

My Deputy PCC is taking a lead on rural crime issues and working with rural communities in Surrey. We will work with the Chief Constable to ensure the Force combat offences such as theft of machinery and wildlife crime.

7

To tackle rural crime:	
Surrey Police will...	My office will...
Support the Rural Crime Team's initiatives to address crimes such as livestock worrying, theft and poaching	Ensure there is regular engagement with the rural community and feedback is provided to our community leaders
Support the countywide protocol being developed by the Surrey Waste Partnership to provide a consistent and robust response to those that illegally dump waste on public or private land	Reduce environmental anti-social behaviour, such as fly-tipping, through financially supporting Joint Enforcement Teams

To tackle business crime:	
Surrey Police will...	My office will...
Explore ways to increase reporting and intelligence, linking what we know with wider problem-solving techniques	Work with the business community to understand their needs and to promote investment in crime prevention activity
Ensure Surrey's business and retail community feel listened to and have increased confidence in police	

To reduce acquisitive crime:	
Surrey Police will...	My office will...
Disrupt the criminal gangs that carry out acquisitive crimes such as burglary, shoplifting, vehicle (including bicycle) and catalytic converter thefts, particularly looking at their operational activity, community engagement and awareness raising	Explore funding opportunities for initiatives to tackle acquisitive crime, such as the Home Office Safer Streets fund
Work with partners, both at a strategic level through the Serious and Organised Crime Partnership and local tactical groups such as the Serious Organised Crime Joint Action Groups	Support Neighbourhood Watch activity to promote prevention messages
Work alongside partners during weeks of operation to share communications and encourage intelligence gathering from partners and the community	

Strengthen relationships between Surrey Police and Surrey residents

My aim is for all residents to feel that their police force is visible in tackling the issues that matter to them and that they can engage with Surrey Police when they have a crime or anti-social behaviour problem or need other police support. We must recognise that types of crime have changed considerably over the last decade or so, with a great deal of crime taking place in people's homes and online. A visible presence on our streets provides reassurance to communities and that must continue. But we must balance this with the need for a police presence in places that aren't always seen by the public, such as tackling online crimes and working to bring offenders to justice.

To give communities a visible police presence:	
Surrey Police will...	My office will...
Ensure police are aware of local issues and work with communities and partners to solve local problems	Do our part to help promote the existing local policing teams so that Surrey communities know who they are and how to contact them
Balance the desire from communities to see a physical policing presence, with the increasing demands from crimes committed in homes and online	
Direct increased resources funded by the Government uplift programme into the areas of greatest need to keep Surrey's communities safe	

To ensure residents can contact Surrey Police:	
Surrey Police will...	My office will...
Ensure there are a range of ways to contact Surrey Police that suit individual needs	Promote the different ways in which residents can contact police, including telephone and online reporting
Ensure that people can get hold of the right person in Surrey Police and that their contact is responded to in a timely manner	
Maintain a high performance for answering 999 police emergency calls and improve the current waiting times for the 101 non-emergency service	
Ensure that when people have a complaint, they know who to contact, have their complaint investigated and receive a timely response	

To ensure that children and young people in Surrey feel engaged in policing:	
Surrey Police will...	My office will...
Work with schools, colleges and youth groups on	Engage with children and young people and listen

crime and community-safety related issues and find joint solutions	to their concerns and ideas while promoting Surrey Police as an organisation that respects and responds to their needs
Support a forum with schools, colleges and youth groups to share intelligence and receive updates on current threats, trends and data	Support the work of the Youth Engagement Officers and the Surrey Volunteer Police Cadets

To ensure that there is feedback to residents on policing:

Surrey Police will...	My office will...
Improve feedback to individuals who have reported crime or concerns	Hold engagement meetings, surgeries and events with partners and residents
Improve feedback to local communities on crime trends, crime prevention advice and on success stories in reducing crime catching offenders	

I want to make sure that all of Surrey's diverse communities feel safe, whether those are geographical communities or communities with protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation).

To ensure that all communities in Surrey feel safe:

Surrey Police will...	My office will...
Ensure that the Surrey Police Equality and Diversity strategy is implemented, including an aim to better reflect Surrey's communities in the workforce	Meet with a wide and diverse range of community groups that represent residents across Surrey
Ensure that the PCC's and Surrey Police's websites and other communications are accessible to Surrey's communities	
Work with communities and the travelling community to find solutions to unauthorised encampments, including working with partners to develop a transit site in Surrey	

Engagement between Surrey residents and police can be strengthened through community volunteering. My office runs the Independent Custody Visiting Scheme in which members of the community go into police custody to check on the welfare of detainees. There are also volunteering opportunities in Surrey Police, such as Special Constables and Police Support Volunteers.

To support volunteering:

Surrey Police will...	My office will...
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Promote and recruit to police volunteering opportunities	Continue to operate an effective Independent Custody Visiting Scheme, supporting the volunteers and working with the Chief Constable on any issues identified
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Ensuring safer Surrey roads

Surrey is home to some of the busiest stretches of motorway in the UK with significant numbers of vehicles using the county's road network every day. Our roads carry over 60% more than the national average amount of traffic. Events such as the Olympics Road Race and RideLondon, coupled with the beauty of the countryside, have made the Surrey Hills a destination point for cyclists and walkers as well as off-road vehicles, motorcycles and horse riders. Our roads, footpaths and bridleways are vibrant and open Surrey up to economic prosperity as well as leisure opportunities. However, concerns raised by communities' highlight that many people misuse our roads in Surrey and cause distress to those living and working here.

7

To reduce serious road collisions:	
Surrey Police will...	My office will...
Support the Force's Road's Policing Unit and the development of the Fatal Five Team. This team is focused on changing driver behaviour via a multi-agency preventative approach to tackle the fatal five causes of accidents on our roads: speeding, drink and drug driving, using a mobile phone, not wearing a seatbelt and careless driving	Work with Surrey County Council, Surrey Fire and Rescue Service, the Highways Agency and others to create a partnership plan that reflects the needs of all our road users and shifts the focus to harm reduction
Working with the Safer Surrey Roads Partnership to develop initiatives that reduce the number of killed and seriously injured on our roads. This includes Vision Zero, Rural Speeds project and the development of the Safety Camera Partnership	

To reduce anti-social road use:	
Surrey Police will...	My office will...
Improve the ease with which residents can report anti-social road use such as cycling on footpaths, using E-Scooters in prohibited places, causing distress to horse riders and some parking obstructions so that trends and hot spots can be identified	Involve communities in the solution to anti-social driving by supporting Community Speed Watch groups by purchasing more equipment and listening to their concerns

To make Surrey's roads safer for children and young people:	
Surrey Police will...	My office will...
Address the proportionately higher number of fatalities in those aged 17 to 24 by continuing to support and develop interventions such as Safe Drive Stay Alive and making young driver courses more accessible	

Work with schools and colleges to support initiatives such as Bike Safe and the new Surrey Safer Roads Plan, to ensure children and their families feel confident to walk or cycle to school and in their communities

To support victims of road collisions:

Surrey Police will...	My office will...
Work with criminal justice partners to ensure justice is seen for victims of dangerous driving	Explore the support given to victims and witnesses of road collisions and work with existing support organisations

7

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About Surrey and Surrey Police

Surrey map to be added

Surrey is an area of varied geography, with a mix of busy towns and rural villages, and a population of 1.2m residents.

Surrey Police allocate their officer and staff resources at a number of different levels. Its neighbourhood teams operate at a borough and district level, working locally with communities. These connect communities into more specialist policing services, such as response policing and investigative teams, which often work at a divisional level. Surrey-wide teams such as major crime investigation, firearms, roads policing and police dogs, work across the county and in many cases, in collaborated teams with Sussex Police.

Surrey Police demand map to be added

Surrey Police has a workforce establishment of 2,105 warranted police officers and 1,978 police staff. Many of our police staff are in operational roles such as specialist investigators, Police Community Support Officers, crime analysts, forensics and contact centre staff taking 999 and 101 calls. With funding from the Government's police uplift programme, Surrey Police is currently increasing its number of police officers and is working on improving representation of the workforce to reflect the diversity of Surrey's communities.

Roles and Responsibilities

The Police Reform and Social Responsibility Act (2011) established the role of the Police & Crime Commissioner (PCC) to be a visible and accountable bridge between the Police and the public. The Chief Constable retains responsibility for delivering operational policing, whilst the PCC holds him to account for doing so. The PCC is held to account by the public and the Police and Crime Panel scrutinises the decision of the PCC.

The Police and Crime Commissioner:

- Sets the strategic direction for policing in Surrey through the publication of the Police and Crime Plan
- Sets the budget and precept for policing in Surrey
- Holds the Chief Constable to account for delivery of the Police and Crime Plan and for efficient and effective policing
- Appoints and, if necessary, dismisses the Chief Constable
- Commissions services to help victims cope and recover
- Works with partners to reduce crime and improve community safety in Surrey

The Chief Constable:

- Delivers an efficient and effective policing service which meets the needs of Surrey residents
- Manages the resources and expenditure of the police force
- Is operationally independent of the Police and Crime Commissioner

The Police and Crime Panel:

- Scrutinises the key decisions of the Police and Crime Commissioner
- Reviews and makes recommendations on the Police and Crime Plan
- Reviews and makes recommendations on the proposed policing precept (council tax)

- Holds confirmation hearings for the appointment of the Chief Constable and key staff supporting the PCC
- Deals with complaints against the PCC

Ensuring Surrey Police have the right resources

As Police and Crime Commissioner, I receive all funding relating to policing in Surrey, via government grants and through local council tax precept. We are facing a challenging financial environment ahead with the impact of the Covid-19 pandemic and the prospect of higher inflation and energy costs on the horizon. It is my role to set a revenue and capital budget for Surrey Police and determine the level of council tax raised to fund policing. For 2021/22, a gross revenue budget of £261.70m has been set for both my office and services and Surrey Police. Only 46% of this is funded by Central Government as Surrey has one of the lowest levels of grant funding per head in the country. The remaining 54% is funded by local residents through their Council Tax which currently stands at £285.57 for a Band D property.

Staffing costs represent over 86% of the total budget with premises, equipment and transport making up a good part of the remainder. For 21/22 my office had a total gross budget of almost £4.2m of which £3.1m is used to commission services to support Victims and Witnesses and promote Community Safety. My staff have also been particularly successful in securing additional funds during the year for initiatives such as Safer Streets and will continue to pursue these opportunities as they arise. Of the £1.1m remaining £150k is required for audit leaving £950k to fund staffing and services of my office including myself.

I am currently working with the Chief Constable to consider funding for next year and future years of this plan and will be consulting with residents later in the year. I am also robustly scrutinising Surrey Police plans for making savings and ensuring they operate efficiently. I will also campaign nationally for the Force to get its fair share of government grant and for a review of the current funding formula.

Surrey Police should have the people, estates, technology and skills it requires to police the county in the most effective and efficient way possible. Our residents are in the unenviable position of paying the highest proportion of local policing costs in the country. I therefore want to use this money wisely and efficiently and ensure we give them the very best value from their local police service. We will do this by having the right staff in place, securing fair funding for Surrey Police, planning for future demands and ensuring we operate as efficiently as possible.

Staffing

I will support the Chief Constable to make sure that we can:

- Attract the very best people into policing, with the right skills and from a diverse range of backgrounds that represent the communities we police
- Ensure our officers and staff have the skills and experience they need in order to flourish and provide and the right equipment to do their jobs effectively, efficiently and professionally.
- Make sure that our increased officer resources are used to the best effect – aligned to policing demand and to those areas of priority that are identified in this plan.

Resources for Surrey

I will aim to get fair funding for Surrey Police by:

- Ensuring Surrey's voice is heard at the highest levels in government. I will seek to work with ministers to address the inequalities in the funding formula that results in Surrey receiving amongst the lowest level of government funding per head in the country
- Continuing to pursue grants to enable investment in crime prevention and support for victims which are vital to making residents feel safer.

Planning for the future

I will work with the Chief Constable to address future policing needs by:

- Delivering new estate facilities that are fit for the future and meet the Force's needs but also are deliverable and affordable
- Ensuring that Surrey Police exploits the best of technology to enable it to improve its services, be a modern police service and to deliver efficiencies.

Police efficiency

I will work with the Chief Constable to improve efficiency within Surrey Police by:

- Delivering efficiencies through better use of technology and effective collaboration to ensure that more money can be allocated to the operational policing that residents want.
- Building on the existing arrangements already in place within Surrey Police where collaboration with other forces can deliver a clear operational or financial benefit

Efficiency in the Criminal Justice System

I will work with the Chief Constable to improve efficiency in the Criminal Justice System by:

- Ensuring that the evidence submitted to the courts by Surrey Police is both timely and of high quality
- Working with the criminal justice system to address the backlogs and delays that were intensified by the Covid-19 pandemic, bringing additional stress and trauma to those who are all too often at their most vulnerable
- Working with partners to influence an efficient and effective justice system that works for victims and does more to tackle the root causes of offending

Grant Giving and Commissioning

As Police & Crime Commissioner, in addition to core police funding, I receive funding to commission services which support victims of crime to help them cope and recover as well as funding to reduce reoffending.

One of the key services I fund is the Surrey Police Victim and Witness Care Unit (VWCU). I am proud of the collaboration between my office and the Force to establish this dedicated team, which provides a service to all victims of crime from the point of reporting, through the criminal justice process and beyond. The unit is also able to support victims of crime who self-refer for support. I will continue to oversee its development, ensuring that victims of all crimes receive the highest quality of care possible and that Surrey Police are compliant with the requirements of the Victims' Code.

I also set aside some of the policing budget to provide funding for projects which improve community safety in Surrey. I am reviewing this funding programme but have set out some key principles:

- I will commission a broad spectrum of specialist, good quality and easily accessible services, which prevent crime and protect people of all ages against harm.
- I will listen to people's diverse and specific needs, which underpin all the commissioning activity of my office.
- I will commission specialist support to help victims of crime cope and recover
- I will invest in preventing future crimes and addressing community safety issues, such as anti-social behaviour.
- I will do specialist work with offenders, working with them to address root causes of their behaviour.
- I will commission services to protect our children and young people, working alongside them to give them the tools to keep safe and make informed choices about their life.

These services are a vital part of a collective effort to make Surrey a safer and better place to live. I will be working with partners to join up our efforts and co-commission services where possible to make the best use of resources and provide value for money for the Surrey public.

Funding will be accessible to organisations of all sizes. I will value the way small and locally based charities and community organisations respond to people's needs in a way that really matters to them. It's vital we tackle inequalities we know the pandemic has exacerbated and research evidences these organisations' distinctiveness in who they support, how they carry out their work, and the role they play in their communities.

At the time of publishing my plan, my total commissioning budget from Government funding, successful one off grant bids and from my office budget is in excess of £4 million and I will ensure the highest level of transparency with regards to my office's commissioning expenditure, allowing residents to fully understand how their money is being spent and the difference it is making.

Full details of funding levels and how it's allocated can be found on my website: <https://funding.surrey-pcc.gov.uk/>

Measurement of progress against the Police and Crime Plan

To measure the success of this plan and the safety of people in Surrey, I will work with the Chief Constable to develop a scorecard of policing data which will include:

- Measures of crime levels and police outcomes for areas such as violence, sexual offences, fraud, burglary and car crime
- Measures of anti-social behaviour
- Levels of satisfaction and public confidence
- Support provided to victims of crime
- Road traffic collision data
- Resources and efficiency data

I will report on these measures in public meetings and on my website and I will also report on the progress against the plan to the Surrey Police and Crime Panel.

To further inform my oversight, I will look at the results of inspection reports from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). These provide a more professional assessment of the work of Surrey Police to put data and trends into context. I will also ask partners for their feedback on how the plan is progressing as well as asking the public for their views through surveys and during my meetings with residents.

Arrangements for holding the Chief Constable to account

I have developed this plan in consultation with the Chief Constable and he has signed up to its delivery. I have set up a governance and scrutiny structure which allows me to formally hold the Chief Constable to account for delivery and progress against the policing elements of this plan and the measures associated with it. I publish the agenda and minutes of my scrutiny meetings and they are webcast for the public to view every quarter.

7

Working with partners

Working in partnership is integral to cutting crime and making our communities safer. At the heart of this plan is the aspiration to develop relationships with communities, businesses and our partners who share a vision to make Surrey safer by looking at the bigger picture and recognising that prevention and early intervention is crucial. I have spoken to a wide range of partners in developing this plan and have aimed to ensure that it fits with the key partnership strategies already in place in Surrey.

Collaboration

Surrey Police has a strong history of collaboration with other police forces, most notably with Sussex Police. Several operational policing areas have collaborated teams, as well as much of our back office services. This allows smaller, specialist units to come together to share resources and expertise, facilitates joint training and operating models, improves the policing of criminals operating across borders and helps drive out efficiencies and savings. Collaborated operational areas include firearms, the Dogs Unit, public order, roads policing, homicide and major crime, serious and organised crime, forensic investigations, surveillance, cyber-crime and economic crime.

In order to make savings and reduce management costs, most of the support services for the two forces are also collaborated, including people services, information technology, finance, estates and fleet. Surrey Police also collaborates regionally with Hampshire, Kent, Sussex and Thames Valley on reducing serious and organised crime and on counter-terrorism and sharing specialist police technology.

Equality and Diversity

I will develop and maintain good links with all the diverse communities in Surrey, working with the Independent Advisory Group for Surrey Police, meeting a range of community groups and consulting widely on my plans. I support and will oversee the Surrey Police Equality, Diversity and Human Rights Strategy and I am committed to seeing how workforce diversity in Surrey Police can be improved.

I also aim to make sure those who do go through the criminal justice system are dealt with fairly and effectively. I will work with partners to look at equality of service and help to identify those elements that could be improved.

Strategic Policing Requirement and National Priorities

Police forces in England and Wales need to tackle a wide range of threats to keep the public safe. There are some that go beyond county boundaries and require police forces to provide a joint national response.

A Strategic Policing Requirement (SPR) has been produced by the Home Office in consultation with the National Police Chiefs Council. It describes the main national threats for England and Wales and requires each Police and Crime Commissioner and Chief Constable to provide enough resources from their local areas to collectively meet the national threats of: terrorism; civil emergencies, serious and organised crime, public disorder, large-scale cyber incidents and child sexual abuse.

Commissioners and Chief Constables need to collaborate with others to ensure there is sufficient capacity to deal with national threats. I will work with the Chief Constable to make sure Surrey balances its requirement to meet national issues with protecting Surrey locally.

I will also take into account the Policing Vision 2025, set out by the National Police Chiefs' Council and the Association of Police and Crime Commissioners, and the National Policing Measures set recently by the Government.

Consultation, Reporting and Review

I have consulted widely on the priorities set out within this plan. You can view the more detailed results of these exercises on my website. I will report progress against this Police and Crime Plan publicly to the Police and Crime Panel and I will issue an Annual Report to inform the public, partners and stakeholders what has been happening in the previous 12 months.

DRAFT

Contributors

I wish to thank all those residents and stakeholders who met with me and my Deputy PCC or completed our consultation survey. These included:

The 2,593 residents who responded to the Police and Crime Plan Survey
Surrey MPs
Elected representatives from Surrey's County, Borough, District and Parish Councils
The Surrey Police and Crime Panel
The Chief Constable and his senior team
Surrey Police officers, staff and representatives from their unions
Schools, Colleges and Universities in Surrey
Children and young people - professionals and representatives
Mental Health support services
Victims Support Services
Prisons, Probation and other Criminal Justice partners
Road Safety representatives
Rural Crime representatives
Partners working to reduce youth violence
Community Safety Representatives
The Surrey Police Independent Advisory Group

Contact:

If you have any comments on this plan, or would like to know more about the PCC please contact:

E-mail: surreypcc@surrey.police.uk

Telephone: 01483 630200

Post: Office of the Police and Crime Commissioner
PO Box 412
Guildford
Surrey
GU3 1BR

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

Facebook: www.facebook.com/SurreyPCC

Twitter: www.twitter.com/SurreyPCC

Instagram: www.instagram.com/surreypcc

To sign up to the In the Know community message system, visit www.intheknow.community

For police news, crime prevention advice, help for victims of crime and ways to contact Surrey Police please visit www.surrey.police.uk.

Monitoring the Police and Crime Plan 2021-2025 Draft Measures

Violence Against Women and Girls

Recorded and number of solved outcomes for:

Violent Domestic Abuse

Child abuse

Stalking and CCB

Satisfaction of DA victims

Number of people supported who demonstrate recovery and the ability to better cope with aspects of every-day life
- measured by OPCC

Women's Perception of safety (from survey)

Number of serial perpetrators of Domestic Abuse

Protecting people

Overall victim satisfaction

Reoffending rate

Compliance with victims code – when data becomes available

Levels of Hate crime/ hate crime solved outcome rate

Repeat victimisation of fraud

Communities

Satisfaction ASB

Burglary levels and solved rate

Vehicle crime level and solved outcome rate

Knife crime recorded

Serious violence with injury

Relationships

999 call answering times

101 answering time

Confidence in Neighbourhood Policing

Grade 1 emergency response

Roads

Number of Killed or Serious Injured (KSI) casualties

KSI collisions

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SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

ANTI-SOCIAL BEHAVIOUR

1 SUMMARY

This report sets out the Office of the Police and Crime Commissioner's understanding and approach to tackling and supporting victims of Anti-Social Behaviour (ASB) in Surrey.

2 RECOMMENDATIONS

The Police and Crime Panel is asked to:

- Note the content of the report.

3 REASONS FOR RECOMMENDATIONS

This is an information paper to inform the panel on the OPCC's approach to tackling and supporting victims of anti-social behaviour in Surrey.

4 INTRODUCTION

Anti-social behaviour comprises a wide range of unacceptable activity and includes things like vandalism, graffiti and fly-posting, nuisance neighbours and intimidating groups taking over public spaces. It is defined in the Anti-Social Behaviour, Crime and Policing Act 2014 as:

(a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,

(b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises, or

(c) conduct capable of causing housing-related nuisance or annoyance to any person

ASB is categorised into three areas: personal, nuisance and environmental.

ASB covers a wide range of incidents and is dealt with by a number of different agencies. If ASB is not dealt with appropriately and in a timely manner, it can have a devastating impact on the lives of individuals, families and communities. It is recognised that single agencies cannot tackle ASB alone and must work in partnership to address the issues.

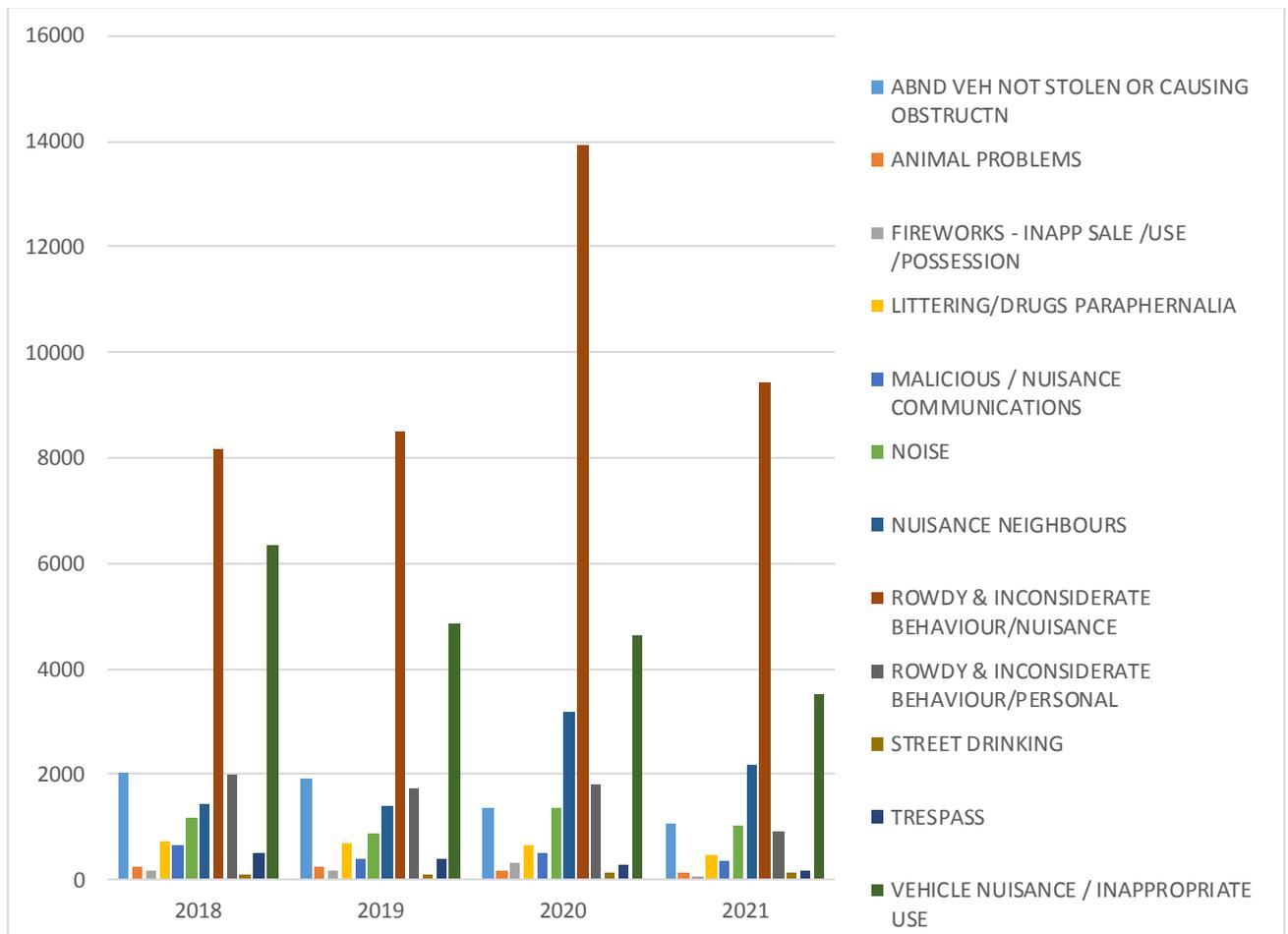
It is also recognised that ASB is often a precursor to other crimes such as serious and organised crime, youth violence, knife crime or exploitation of vulnerable groups. Therefore, in Surrey our approach is to work collaboratively and consider how tackling ASB can help support the work of other strategies locally and nationally to reduce the impact and harm on communities.

5 DETAIL

Current Picture

Current data tells us that in September 2021, Surrey Police received 1,544 calls relating to ASB with the most frequent type of call relating to rowdy and inconsiderate behaviour in a public space.

The chart below shows reported ASB since 2018 and the changes across the 4 years looking at the types of ASB.



In 2020, calls to Surrey Police increased by 33.3%¹. Much of this increase was attributed to Covid regulation breaches, but nationally, in October, it was reported that ASB which was not connected to Covid was up 12%.²

¹ Surrey Police Performance Data January 2021

² NPCC Presentation 2020

The 2014 Anti-Social Behaviour, Crime and Policing Act provided partners with a range of powers to deal with ASB including ASB Dispersals, Criminal Behaviour Orders and Public Space Protection Orders. Surrey agencies have been successful in using these powers to protect communities and the most vulnerable. In 2021, 25 ASB dispersal orders have been issued.

Victim Satisfaction data

Alongside recording the number of calls Surrey Police receive relating to ASB, Surrey Police continue to carry out a satisfaction survey.

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

- Reach more victims of different ASB issues.
- Fewer exclusions, therefore including more victims and callers of ASB.
- Fewer questions (5 OR 6 maximum), resulting in an increased response rate.
- Greater focus on 'insight' through victims' comments, rather than closed questions.
- Responses received in 'real time' as opposed to the previous lag of 2-3 months between incidents occurring and results being received.

When a review was done after 12 months, it was found that response rates averaged 25%. Along with the valuable feedback that is being received from a wide range of victims, the new methodology also gives the opportunity to provide service recovery.

The chart below shows the overall satisfaction of the Force and across the District and Boroughs over the past year –

Quarter	Year End 19/20	Qtr. 3 20/21	Qtr. 4 20/21	Year End 20/21	Qtr. 1 21/22	Qtr. 2 21/22	FYTD 21/22
Force	69.2%	69.1%	69.8%	67.4%	63.3%	62.3%	62.9%
East	68.0%	68.5%	72.0%	65.3%	62.9%	64.4%	63.6%
Epsom & Ewell	60.6%	76.9%	63.0%	63.7%	53.8%	61.3%	56.6%
Mole Valley	72.9%	62.0%	83.7%	67.5%	72.9%	69.2%	71.0%
Reigate & Banstead	70.3%	65.2%	70.9%	64.4%	59.3%	66.7%	62.7%
Tandridge	66.8%	71.1%	70.6%	66.4%	68.6%	55.6%	63.2%
North	68.5%	66.5%	67.6%	68.2%	65.9%	65.5%	65.7%
Elmbridge	70.4%	71.4%	72.9%	68.7%	60.4%	66.0%	62.3%
Runnymede	69.5%	69.2%	69.8%	72.5%	68.6%	71.2%	69.8%
Spelthorne	66.0%	59.6%	61.3%	64.1%	70.1%	58.9%	65.7%
West	70.7%	71.7%	69.6%	68.3%	61.5%	58.4%	60.1%
Guildford	73.3%	65.3%	67.9%	65.8%	57.4%	58.2%	57.8%
Surrey Heath	72.4%	79.7%	70.5%	75.5%	62.7%	60.4%	61.7%
Waverley	66.9%	73.3%	74.5%	69.9%	66.7%	65.1%	66.1%
Woking	69.8%	71.8%	67.8%	65.1%	60.5%	51.7%	56.8%

National Voice and focus in Police and Crime Plan

Often considered low level, anti-social behaviour can ruin lives and create an environment where more serious crime can take hold.

In 2019, the then Victim Commissioner published a report – Anti-Social Behaviour – Living a Nightmare. Baroness Newlove called for change in the way victims of ASB are treated and noted that we all need to recognise that *“the accumulative impact of ASB can cause immense distress and suffering for victims, affecting their health, sleep, work, relationships and leaving victims feeling unsafe in their own home, which should be their place of sanctuary.”*³

The report put forward 12 recommendations -

- Recognise the needs of victims of persistent anti-social behaviour (ASB) by amending the Victims’ Code to afford them the same entitlements as victims of crime when they have reached the threshold required to activate the Community Trigger.
- Operation of the 101 police phone line should be reviewed to ensure that it is fit for purpose. This should include calls being answered within a reasonable time limit for victims, facilitating an opportunity for effective police response. Consideration should

³ Victim Commissioners Report

be given to ensure victims of ASB are not disadvantaged in any way by reporting ASB to the 101 phone line compared with victims of crime reporting to 999.

- A statutory requirement for Local Authorities, Police and Crime Commissioners and Police Force Areas to provide accurate information on the Community Trigger on their websites.
- Empower victims of ASB by informing them about their entitlement to activate the Community Trigger when responding to the second complaint within a six-month period (i.e. - before they meet the threshold of three complaints).
- A statutory requirement for Local Authorities to measure and monitor ASB cases and the use and outcomes of the Community Trigger and report them annually on their website.
- A statutory requirement for agencies to respond to recommended actions from the Community Trigger (including providing full reasons when recommendations cannot be actioned) and monitor progress in ASB resolution.
- Community Trigger investigations and panel meetings to be chaired by an appropriately trained independent lead. Community Trigger meetings should not be chaired by the agencies responsible for investigating the original ASB complaints.
- Currently, if a victim does not agree with the outcome of a Community Trigger, PCCs can act as arbitrator but many choose not to. An independent local arbitrator for Community Trigger appeals should be appointed within each local authority area to deal with escalated complaints about the Community Trigger. This should feed into Local Criminal Justice Boards which in turn submit an annual report to the National Criminal Justice Board.
- Victims of ASB must be given the opportunity to attend and tell the Community Trigger panel in person about their experience of ASB and the effects it has had on them. Similar to the Victim Personal Statement for victims of crime, victims of ASB should also be able to submit a written account of the effects of the ASB and be entitled to read it or have it read on their behalf at the Community Trigger panel meeting. Data protection provisions do not stand in the way of victims being heard in Community Trigger panel meetings and Central Government should provide clear legal advice on the involvement of victims in Community Trigger meetings.
- Key Performance Indicators on ASB to be developed for all social housing providers.
- The Home Office to consider reviewing how local performance relating to ASB is measured and monitored, and how that data can be used to provide opportunities for local areas to learn from each other.
- The Home Office to consider the scope for replicating the statutory powers available to police officers in Scotland in relation to warnings, fines and entering property and seizing noise-making equipment within England and Wales.

The Covid Pandemic put into sharp focus the affects ASB can have on communities with Forces across the country reporting a large increase in ASB. Research from a YouGov poll from March 2020 showed that even before the Covid pandemic, 61% of people felt that more needed to be done to tackle anti-social behaviour in their local area, with 39% of people saying the problem had increased in their area over the past three years.

The feedback from victims is that all too often, they feel they are being constantly targeted by perpetrators; and yet persistently ignored by those with the power to prevent and intervene. Police forces and councils are struggling to cope with the volume of complaints, and this means victims are suffering as they are not receiving the support they deserve. The Victims Commissioner in 2020 called for the Government to honour the recommendations put forward in the 2019 report and put forward measures to combat ASB effectively.

As a result, there is a Home Office Working Group focused on developing good practice for how local areas tackle ASB and support victims. The group is chaired by the Home Office but includes representatives from across the sector, including CC Andy Prophet. It is working with organisations like HMICFRS to develop good practice. Early drafts include a focus on making reporting easy and that victims are kept informed, that organisations and partnerships focus on the harm not simply the occurrence and there are clear referral pathways for victims.

The recommendations from the 'Living a Nightmare' report and the national best practise has formed the basis of the partnership work in Surrey and focused our minds on how we support victims. Surrey is considered to be leading the way with local initiatives and in a HMICFRS inspection, Surrey Police was rated outstanding in relation to its response to ASB.

Police and Crime Plan

In recognition of the national view and local reports from partners and communities, the Police and Crime Plan will include a focus on tackling ASB. The priority 'Working with Surrey Communities so that they feel safe' reflects on the PCC's commitment to ensure everyone living in Surrey feels confident in their communities and those impacted by ASB receive the support and action appropriate.

The plan focuses on ensuring communities can report ASB and be involved in the solutions to making their communities safer through community problem solving. The plan also confirms the PCC's commitment to support and develop services to support victims of ASB, which is an area that the Victim's Commissioner is keen to see increased.

Working in partnership

Surrey has always had a strong partnership approach to tackling ASB and the OPCC has been integral to the development of work in this area. Currently, the strategic group - the Community Harm Reduction Partnership - has a clear strategy which aims to set out how agencies across Surrey will work together to reduce the harmful effects of ASB, Serious and Organised Crime and community safety issues over the next three years. It will build upon the excellent partnership work already operating, at both a local district/borough and county level and ensure that together we continue to drive down incidents of harm and sustain residents' high levels of public confidence and satisfaction.

The group has the following priority areas and listed underneath are some of the partnership successes in the last year.

Milestone 1: Improve support for victims of ASB/SOC through district and borough-based Community Safety Partnerships

- Bespoke ASB Support/Coaching Service for victims of ASB is now provided by the Alliance of Support Coach (ASC) victims across Surrey and is available for all agencies to refer
- Supporting Victims of ASB is now discussed at all CHaRMMS (Community Harm & Risk Management Meetings) and CSPs (Community Safety Partnerships)
- Support service for exploited adults who are experiencing cuckooing – Pilot phase
- Community Trigger Policy produced and implemented in each borough
- ASB Risk Assessment for partners to use
- Inclusion of ASB victims in CHaRMM

Milestone 2: Improve effective information sharing including shared IT that provides a secure joined up approach to victims at risk and case management of offenders

- The ECINS system has now replaced SafetyNet as a more capable IT solution and is currently being rolled out across the County

Milestone 3: Continue to improve the understanding of Anti-Social Behaviour in our local communities by the public and professionals and inform them what responses are available to tackle it

- ASB Practitioners Forums now run twice a year
- ASB Week embedded into the activity calendar
- Tackling ASB Awards now an annual event
- Surrey ASB Website now hosted by “Healthy Surrey”
- Regular ASB practitioner updates
- Annual ASB Survey

Milestone 4: Develop a clear communications strategy

- Surrey ASB Tools and Powers Framework produced
- Guidance around CHaRMM and JAGs (Joint Action Groups) produced
- ASB Week completed and embedded into the communications strategy
- Autumn nights in planning
- Work with Crimestoppers to develop bespoke local campaigns

Alongside the strategic partnership, Surrey have key operational groups to support individuals through the Community Harm and Risk Management Meetings (CHaRMM) and Joint Action Groups (JAGs). These tasking groups are key in a partnership approach to tackling ASB and supporting victims. The OPCC does not attend these operational meetings.

Victims

ASB Pledge

In the past few years there has been a greater focus on the harm ASB causes and on putting victims first. The Victims Commissioner has campaigned tirelessly for victims of ASB to be afforded the same rights as victims of crime. Charities such as ASB Help have been formed to support victims but also practitioners to find lasting solutions.

ASB Help have developed the Pledge following a pilot in 2019. The Pledge seeks to encourage statutory agencies and housing providers to put victims first and promote the community trigger.

The Pledge –

Promote awareness: Actively encourage the use of the community trigger to residents and partner agencies.

Legality: Confirm your organisation is legally compliant and embracing the spirit of the community trigger.

Ensure accessibility: Publicise the community trigger so the most vulnerable know what it is and how to invoke it.

Develop your process: Embrace the full potential of the community trigger by continually reviewing and learning from best practice.

Generate inclusivity: Use community trigger review meetings to work collaboratively and strategically, formulating solutions to end the anti-social behaviour.

Establish a precedent of using the community trigger to put victims first and deter perpetrators

Joining the ASB Help Pledge shows communities that each organisation is committed to identifying and supporting victims of ASB. It is designed to demonstrate a willingness to work collaboratively to bring an end to ASB as well as a steadfast determination to deter such behaviour in the future. The pledge comes with a self-assessment for organisations to check how they are doing against best practice. The guidance supporting the self-assessment highlights where organisations' policies and procedures are compliant.

In June 2021, the PCC signed the Pledge, as did Surrey Police and some local authorities.

Community Trigger

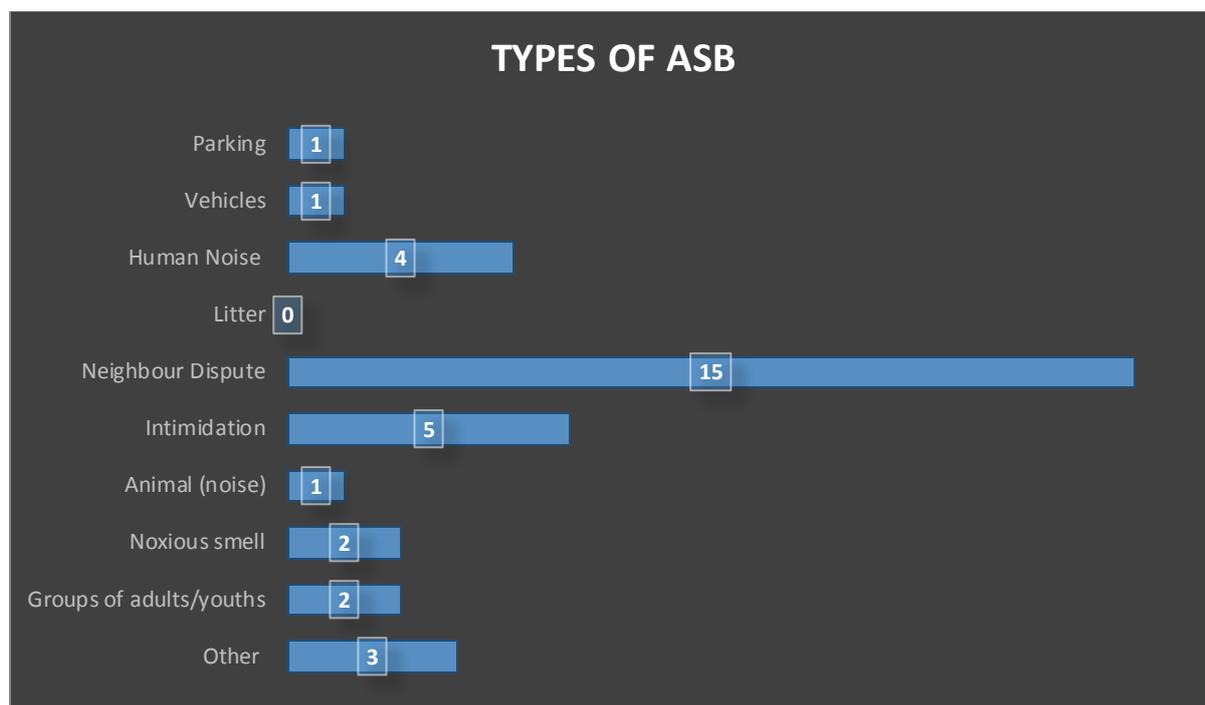
The Anti-social Behaviour, Crime and Policing Act 2014 included specific measures designed to give victims and communities a say in the way that complaints of anti-social behaviour are dealt with, and to help ensure that victims' voices are heard. The Community Trigger was one measure.

The ASB Case Review, often referred to as the 'Community Trigger', is an important statutory safety net for victims of anti-social behaviour who believe they have not had a satisfactory response to their complaints about anti-social behaviour.

Where a locally determined threshold is met, victims can require the relevant bodies in the local area to undertake a formal review of the case, and those bodies have a statutory duty to undertake that review. In addition to the victim, the ASB Case Review can be activated by a person on behalf of the victim who is aware of the circumstances and acts with the victim's consent. This might include a family member, friend, carer, councillor, Member of Parliament or other professional.

Proactive communications around the Community Trigger has led to a sharp increase in the number of requests in the past year with 30 activations being made from April 2021. Of those 30, 15 met the threshold and a formal review instigated.

The chart below highlights what type of ASB the 15 activations related too -



8

The guidance recommends that the local Police and Crime Commissioner must be consulted when the ASB Case Review/Community Trigger procedure is set up and whenever it is reviewed. In addition, the PCC can be involved directly in the procedure.

In Surrey, the OPCC's role starts when the victim is dissatisfied with either the decision on whether threshold has been met or the way the CT review was carried out.

The Office of the Police and Crime Commissioner (OPCC) will provide a route for victims to query the decision on whether the threshold was met or the way the CT review was carried out, if the victim remains unhappy following the Community Safety Partnership's response.

It is important to note that the role of the OPCC as written in the Framework is not to conduct a second review, but to consider how the responsible authorities carried out the review, e.g. did they follow the Surrey countywide framework and any local policies the Community Safety Partnership have put in place. Once a request is made to the OPCC, the team will consider how the partnership managed and carried out the review, speaking to those involved and responding to the victim when an outcome has been reached.

Nationally, few OPCCs carry out this role in the review process. Alongside the role to review cases, the OPCC also monitors the number of Reviews across the county, the response and where required, supports activity through the Community Safety Fund.

As testament to the partnership working locally, the OPCC has only received 2 escalation requests since 2014.

Alliance Support Coaching

The 2014 the Anti-Social Behaviour, Crime and Policing Act 2014 gave the police and partners more flexible means to deal with those who cause the greatest harm to our communities. The Act also focused people to put the victims first. Surveys at the time showed that victims were scared and vulnerable and received little support. Partner services focused on processes and solutions to stop the ASB, but little was being done to safeguard and protect victims who suffer physical and mental harm from persistent ASB.

In 2017, the PCC ringfenced £70,000 to commission a specialist provider to establish a support service for victims of ASB. After a competitive process the grant was awarded to Surrey Community Mediation (now Mediation Surrey) to set up the Alliance Support Coaching Service.

The serviced has been running for 4 years and consists of three strands:

- Support
- Coping Strategies
- Signposting

Key to the success of the service is the practical and emotional support provided by the coaches. The mix of paid and volunteer coaches work with the clients to develop coping strategies and ways to view the situation. While this does not solve the ASB, it does allow the client to way to regain control over the situation.

The service has gone from strength to strength and in their end of year report in April 2021, Mediation Surrey reported having received 391 referrals with 127 cases closing within the time period and feedback from the clients is outstanding –

“The coaching session was brilliant. I have booked a second session and am pleased.”

“The coach saved her life. Without coaching I would not be here.”

The support service is now an integral part of the response to ASB with partners referring victims across Surrey and from a range of organisations.

Environmental ASB

Environmental crime is widespread in the region and is reported on a frequent basis. Environmental ASB includes flytipping and littering and the impact is just as great in communities. In Surrey we have seen some large-scale flytipping on private land, for example on the Thorpe Industrial Estate. This incident occurred in July 2020 and cost Savills/Tarmac the landowners £110,000 to secure/clear this site. We also know there is a significant link between this type of activity and serious and organised crime. As such, Op Angola was established by agencies across the region.

Joint Enforcement Teams (JETs)

Since 2013, the OPCC has supported the establishment of Joint Enforcement Teams, who have been dedicated in tackling all ASB, but often with a focus on environmental ASB. In Surrey, we have four dedicated JETs and 3 JETs that are a hybrid version of the original model.

The aim of JETs was to act collaboratively in tackling ASB and while they have made an impact, some areas have chosen not to set them up. In 2020, it was agreed at the Community Harm Reduction Partnership that a partnership approach to environmental crime would be considered. A survey was conducted, which showed there was some excellent collaboration across agencies, and also well-attended Fly-tipping Enforcement Officers meetings. However, it was recognised that there was not a consistent approach.

It was agreed that some agencies collaborate regularly on an operational basis, but it is clear there are missed opportunities to work together more tangibly, to share valuable intelligence and to regularly adopt an 'Achilles Heel' approach, to ensure we robustly tackle Environmental Crime/ASB as well as the other often-linked peripheral crime. This can only be achieved as a partnership.

A small group of partners have since developed the Surrey Partnership Framework. The objective of the framework is to ensure acknowledgement of our collaborative responsibility to tackle criminality by regularly sharing information, working together to support each other and to maximise opportunities to meaningfully intervene. This should in turn ensure we provide an excellent cost-effective service to the public. Within the Framework, each agency is named and their responsibilities to the partnership defined.

The Framework has been agreed by the Chief Executives of each District and Borough and early feedback suggests that the process is helping create a stronger and more effective approach to environmental ASB and associated criminality.

6 CONCLUSION AND CHALLENGES

Anti-Social Behaviour includes a range of nuisances, disorder and crimes which affect people's lives on a daily basis. It looks different and feels different in every area and to every victim. What is considered anti-social by one person can be acceptable to another.

The OPCC in partnership across Surrey recognises that ASB causes great harm and for some, the cumulative impact of ASB can be devastating. We should never forget the case of Fiona Pilkington as a tragic case in point.

We have worked hard and continue to develop victim services and ensure community voices are heard. The new Police and Crime Plan furthers that commitment and keeps the Victim Commissioners' recommendations in mind.

Importantly we need to continue as a partnership to send a clear signal to those who bring so much distress to their neighbourhoods that their behaviour will not be tolerated and victims will receive support and their voices are always heard.

7 CONTACT INFORMATION

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SURREY POLICE AND CRIME PANEL

24 NOVEMBER 2021

PERFORMANCE MEETINGS

1 SUMMARY

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. Lisa Townsend has set up a governance framework to discharge this duty. The main part of this framework is to hold six-weekly meetings where the Chief Constable formally 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 normally 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.

2 RECOMMENDATIONS

The Police and Crime Panel note the update on the Performance Meetings.

3 DETAIL

Since the last report on performance meetings to the panel, one performance meeting has been held on 21st September 2021.

21 September – Public Webcast Meeting

Agenda items were:

- Performance Report
- Finance Report

- Strategic Policing Requirement
- Rural Crime
- Mental Health
- Rape Review Report
- In private – Equip Update
- In private – Resilience Planning

The Chief Constable (CC) updated on current Surrey Police **performance**. He stated that Surrey remains one of the safest counties. Crime is down by 7.4% overall to the end of July. There have been fewer burglaries, but there has been an increase in reported serious sexual offences and violence offences. There has been a high level of demand on Police since the lifting of the pandemic restrictions, but Surrey continues to have low levels of crime reports compared to other forces.

The average solve rate per month is 675-910, where “solve” includes charge/ caution/ penalty notices. Surrey aims to achieve 910 solves per month, which equates to an additional 4 solved crimes per day, which is an achievable ambition.

The PCC asked why there had been an increase in reports of stalking and coercive control related incidents, and it was suggested that this is due in part to increased training for officers to help identify these types of crime. The DCC commented that there is a high compliance rate and the force’s inspection body, HMICFRS, have been complimentary of Surrey Police’s recording of these incidents, the speed and effectiveness of investigations and the use of orders to prevent future harm.

The CC reported there are still delays in answering 101 as we recover from the pandemic. Wait times are over 4 minutes which is not ideal, but this is gradually improving with increasing resources and digital 101. The 101 line is open 24/7 and is for non-emergency calls and the call centre continues to experience peaks at certain times. The ambition is to return to pre-pandemic response times to 101 calls by making good use of digital 101, for which Surrey is one of the leading forces. Surrey Police is also recruiting call handlers. Calls to 999 are still answered within 3 seconds on average.

Satisfaction figures in Surrey Police remain stable among residents who have had contact with police, with 66% of those victims questioned being satisfied. Confidence in police where residents are randomly selected, irrespective of whether they have had contact with police, has dropped to the level of that during the pandemic. Satisfaction in police response to Anti-Social Behaviour is at 63%, as resources have been stretched due to other types of crimes trending through the pandemic. The CC would like the force to improve how we keep victims informed throughout the process.

Under the **Finance Report** the CC raised concerns over a medium-term forecast with a financial gap of £15m-£30m and expressed a need to look for savings. There is a government target cap on recruiting officers and, given that most of the force budget is spent on staffing, most of the savings will need to be made in police staff. The CC/PCC agreed to return to this in a future meeting as the budget is developed for next year.

The **Strategic Policing Requirement** is the national requirement for PCCs and CCs to collectively hold the capacity and capability to come together to deal with key national threats to security. An update was provided on the current force capacity and capability, which was assessed as suitable, and was noted by the PCC.

Under the update on **Rural Crime** the CC recognised that communities wanted more investment and believes that an uplift in officers and support will lead to real benefits in this area. The rural crime team will have 3 dedicated officers by December 2021 and Police Community Support Officers, PCSOs, are also receiving specialist training so they may take specific actions. There has been good activity in this area which has led to prosecutions and activity around organised crime. The Rural Crime Advisory Group has had some positive results in dealing with off-road crime and theft of quad bikes. Victim satisfaction is reported a few percentage points higher than in general crime. The PCC commented that there has been an improvement in communications.

A report was provided on **Mental Health** demands. The force continues to develop its understanding of mental health related demand and is constantly evaluating data to identify key themes and concerns. The PCC is the national lead for PCCs on Mental Health and would like to discuss this in more detail in future meetings.

The national **Rape Review Report** was discussed. This is an area of national concern, with current systems failing and prosecutions at an all-time low. The CC stated that 57% of victims withdraw their support of a police prosecution before it gets to court. National projects such as Blue Stone, devised with partners in Avon and Somerset, are showing promise and may be rolled out to other areas. This may lead to focus on the behaviour of the offender, not the victim. Police need to carry out targeted disruption of repeat offenders and improve victim engagement and support. It is important to keep the welfare of the victim in mind, particularly when mobile devices are seized as this can lead to further isolation of the victim. Police should return devices to victims within 48 hours, but the aim is 24 hours where possible. It is important to agree with victims when the device will be seized to minimise anxiety.

In private, updates were given on the future of ERP and senior officer resilience.

Following a recent review of her oversight and governance arrangements, the PCC has decided to continue with every other meeting being public and every other being private. However, she will look to refocus the agendas of meetings so that the public meetings concentrate on holding the Chief Constable to account for performance and on those issues of greatest public concern. The private meetings will focus more on internal Surrey Police resources and efficiency.

Planned future meetings are:

- 16 November 2021 – Private Resources and Efficiency Meeting
- 20 December 2021 – Private Resources and Efficiency Meeting
- 31 January 2022 – Public Accountability and Performance Meeting
- 28 March 2022 - Private Resources and Efficiency Meeting
- 16 May 2022 - Public Accountability and Performance Meeting
- 7 July 2022 - Private Resources and Efficiency Meeting
- 19 September 2022 - Public Accountability and Performance Meeting
- 8 November 2022 - Private Resources and Efficiency Meeting
- 20 December 2022 - Public Accountability and Performance Meeting

LEAD/ CONTACT OFFICER: Johanna Burne, Head of Performance and Governance (OPCC)

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SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

PCC FORWARD PLAN AND KEY DECISIONS

SUMMARY

This report provides information on the key decisions taken by the PCC from September 2021 to present and sets out details of the Office's ongoing Forward Plan for 2021/2022.

Decision Making and Accountability Framework

The Police & Crime Commissioner (PCC) has in place a framework of governance, underpinned by mechanisms for control and management of risk. This framework enables her to discharge her statutory responsibilities, take decisions and hold the Chief Constable to account. The PCC will keep this system under review to ensure it remains fit for purpose. It is reviewed on an annual basis.

Forward Plan 2021/2022

The PCC gives advance notice to the public of when certain decisions will be taken or key pieces of work undertaken through the publication of a forward plan. This plan is updated on a regular basis by all staff within the OPCC for their relevant areas of work. A copy of this plan can be found on the PCC's website and is shown at Appendix A. Some, but not all items on the forward plan will result in the publication of a 'key decision'.

Decisions: Making and Publicising Key Decisions

The PCC is required by the Elected Local Policing Bodies (Specified Information) Order 2011 (as amended), to publish a '*record of each decision of significant public interest arising from the exercise of the (the PCC's) functions*'. We refer to these as "key decisions" and these are published on our website so they can then be scrutinised by the public and the Police and Crime Panel (PCP).

Detailed information on each key decision is published at the following link on the PCC's website (<https://www.surrey-pcc.gov.uk/transparency/archive/decisions/>) unless the information relating to the decision is sensitive and exempt from public consumption. In these cases, the records are kept solely within the PCC's office.

All key decisions are recorded on our decision log. The PCC has signed off seven key decisions since the last Panel meeting in September 2021 (see Appendix B).

The table now includes a column on spend as requested by the Panel at their June meeting.

RECOMMENDATIONS

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

LEAD OFFICER: Sarah Gordon, PA to the PCC (OPCC)

TELEPHONE NUMBER: 01483 630 200

Appendix A - OPCC FORWARD PLAN

DATE	TITLE	KEY DECISION/ ACTION	LEAD OFFICER	DECISION NOTICE?
May 2021	Contacts Update	To update contact lists following elections (MPs/council leaders etc.)	PA	N
May 2021	PCC Elections			N
May 2021	PCC to Approve Expenses schemes	Decision Published	RL	Y
May 2021	Community Safety Fund Grants	Decisions published on grants	SH	Y
May 2021	Input to GDPR audit	For consideration by Audit Cttee	JB/ RL	N
June 2021	Deputy PCC if required, or set out alternative cover arrangements	To June panel for confirmation hearing	AB	Y
May - July	Procurement to design phase new website	PCC appraised, considerations logo, branding, accessibility	NR/JS	N
June 2021	Code of Conduct	PCC and DPCC to sign up	AB/ JB	N
July 2021	Pension Board – 22/07/2021	Agenda and Papers	RL/KM	N
July 2021	Annual Report	Published	JB/ NR	N
July 2021	Draft Financial Statements for 2020/21	CFO to approve	KM	N
July 2021	Joint Audit Committee – 28 th July 2021	Agenda and Papers	SG	N
July 2021	CIPFA Return		RL/KM	

DATE	TITLE	KEY DECISION/ ACTION	LEAD OFFICER	
Autumn 2021	Police and Crime Plan 2021-2025	Developed and to panel before publication	JB/AB/ PCC	Y
September 2021	GDPR Annual Refresher Training		JB/ RL	N
September 2021	End of term of office for 2x independent members of misconduct hearings		SM	N
September 2021	Extraordinary Joint Audit Committee	Sign off of Statement of Accounts 2020/2021	SG	Y
September 2021	Review Contract Standing Orders (not reviewed as part of Scheme of Governance)		KM	Y
October 2021	OPCC Budget Setting to begin	Paper for PCC approval	RL/KM	Y
October 2021	Joint Audit Committee – 20 th October 2021	Agenda and Papers	SG	N
October 2021 – February 2022	Data Cleansing Exercise re Data Migration to SharePoint	Review all data stored and delete items not current or required to keep under Retention Schedule	ALL STAFF	N
November 2021	Annual Equity Loan Letter		RL	N
November 2021	Pension Board 10/11/2021	Agenda and Papers	RL	N
December 2021	Agree process for appointing JAC Deputy	In agreement with JAC chairman	AB/KM	Y
January 2022	Joint Audit Committee – 26/01/2022	Agenda and Papers	SG	N
January 2022	ICV Annual Training	Training Day	ED	N
January 2022	Pension Board 02/02/2022	Agenda and Papers	RL	N
Feb/March 2022	Related Party Disclosures and Interests	Annual update	SG	N
January 2022	ICV Annual Training	Training Day	ED	N

DATE	TITLE	KEY DECISION/ ACTION	LEAD OFFICER	
March 2022	End of Year processing		RL/KM	N
Key	Shaded Decision/Action indicates complete			

Appendix B - OPCC Decision Log 2021

Decision no.	Title	Date Submitted to PCC	Lead officer	Agreed by PCC	Date Agreed	Protective marking (OFFICIAL/OFFICIAL SENSITIVE)	Published on website?	Spend/Amount
38	Funding for the provision of victim services	05/08/2021	Damian Markland	Yes	25/08/2021	Official	Yes	£62,775
39	Use of Reserves for Transit Site	26/08/2021	Kelvin Menon	Yes	08/10/2021	Official	Yes	£100,000
40	Use of SEROCU Reserves for Western Hub	02/09/2021	Kelvin Menon	Yes	06/09/2021	Official	Yes	£1,231,317
41	Reducing Reoffending Fund Application August 2021	03/09/2021	Craig Jones	Yes	06/09/2021	Official	Yes	£4,737
42	Vehicle Donation	08/10/2021	Rachel Lupanko	Yes	08/10/2021	Official	Yes	£3047.29 (estimated value of vehicle)
43	Funding for the provision of victim services	27/10/2021	Damian Markland	Yes	28/10/2021	Official	Yes	£119,500
44	2nd Qtr financial performance and virements	03/11/2021	Kelvin Menon	Yes		Official	Yes	£793,000

SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

COMMISSIONER'S QUESTION TIME

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. There will be an opportunity for Panel Members to ask supplementary questions. Questions and responses will be appended to the minutes.

RECOMMENDATIONS

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

LEAD OFFICER: Amelia Christopher - Committee Manager, Surrey
County Council

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SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

COMPLAINTS RECEIVED SINCE THE LAST MEETING

SUMMARY

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

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.

1.0 INTRODUCTION AND BACKGROUND

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner.
- 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, as well as criminal complaints or conduct matters that are referred back to it by the Independent Office for Police Conduct (IOPC).
- 2.2 For the above, the Panel agreed at its meeting on 13 December 2012 to delegate informal resolution of complaints to a Complaints Sub-Committee.

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

- 2.3 However, in accordance with the Regulations, complaints received by the Panel that do not relate to the conduct of the PCC (such as operational concerns and policy disputes) are referred to the most appropriate body for resolution instead of the Complaints Sub-Committee.

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 3.1 As noted at the last Panel meeting in September, the Committee Manager (SCC) reported at the meeting that one collated complaint (composed of thirty-seven complaints relating to the same issue) had been received for informal resolution by the Complaints Sub-Committee, the Panel's support officer sought legal advice on the handling of the complaint in order assess how it was to be brought to the Complaints Sub-Committee.
- 3.2 A further three complaints had been received following the last Panel meeting (forty complaints in total C1-C40) which were considered by the Complaints Sub-Committee. Appendix A sets out details of the complaint and details on the action taken.
- 3.3 Outside of the forty complaints considered by the Complaints Sub-Committee, four new complaints had been referred and the Complaints Sub-Committee agreed that those four complaints were suitable for disapplication under the Regulations as they were repetitious.

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 report and Appendix A.

6.0 REASONS FOR RECOMMENDATIONS

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

7.0 WHAT HAPPENS NEXT

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

SUPPORT OFFICER: Amelia Christopher, Committee Manager - Surrey County Council

TELEPHONE NUMBER: 07929 725663

E-MAIL: amelia.christopher@surreycc.gov.uk

Complaints received since the last PCP meeting of 15 September 2021

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? i.e. referred to IOPC:	Details/ Action taken
31 August 2021 – 13 October 2021 (from OPCC)	<p>Ref: PCP 0038 – (collated complaint: forty complaints and thirty-eight complainants)</p> <p>Since the PCC's interview with the Mail on Sunday on 22 August 2021 <i>"Police and Crime Commissioner for Surrey launches blistering attack on Stonewall for promoting 'dangerous transgender ideology that threatens the safety of our women and girls'"</i>, with complaints directly on that interview and/or the alleged transphobic tweets/social media posts by the PCC, with two additional complaints from existing complainants relating to the PCC's quote in a tweet by the LGB Alliance and speaking at the LGB Alliance Conference and the most recent complaint made concerned the PCC speaking at the LGB Alliance Conference.</p>	Yes	No	<p>Legal advice was sought by the Panel's support officer on the handling of the collated complaint in order assess how it was to be brought to the Sub-Committee.</p> <p>The Complaints Sub-Committee met on 5 November 2021 to consider forty complaints made against the PCC.</p> <p><u>Outcome of the Complaints Sub-Committee</u></p> <p>In respect of the Complaints Sub-Committee's considerations, the Complaints Sub-Committee concluded that the PCC had not breached the provisions of the Code of Conduct and no further action on the forty complaints - PCP 0038 - would be taken, the remedy chosen was:</p>

Appendix A

Outside of the forty complaints considered by the Complaints Sub-Committee, four new complaints had been referred.

5.4.1 Asking the Panel's Support Officer to write an explanatory letter to the complainant on behalf of the Complaints Sub-Committee;

*5.7 The Panel's Support Officer will make a record of any informal resolution and will, usually within **5 working days**, provide copies to the complainant and the person complained about. (Allowances have been made due to the administrative complexity of handling multiple complaints).*

The complainants and the Commissioner were informed of the outcome on 15 November 2021.

Whilst not the usual practice to publish the outcome letter, having invited representations from the complainants and the person complained against (PCC), the Complaints Sub-Committee have considered such representations and is of the opinion that it is in the public interest to append a redacted version of the outcome letter to complainants (Appendix 1).

The Complaints Sub-Committee agreed that those four complaints were suitable for disapplication under the Regulations as they were repetitious, the complainants and PCC were informed of the outcome on 15 November 2021 – those complainants were provided with a copy of Appendix 1 by way of explanation.



Contact: Amelia Christopher
Tel: 07929 725663
E-mail: amelia.christopher@surreycc.gov.uk
Ref: PCP 0038 (C1-C40)

Complainant C1-C40

Surrey County Council
 Woodhatch Place
 11 Cockshot Hill
 Reigate
 Surrey
 RH2 8EF

15 November 2021

Sent via email/posted to Complainant

Outcome of Complaint – Reference: PCP 0038 (C1-C40)

Dear Complainant,

Your complaint against the Surrey Police and Crime Commissioner (PCC) was referred by the Chief Executive of the Office of the Police and Crime Commissioner for Surrey (OPCC) to the supporting officer of the Surrey Police and Crime Panel alongside thirty-nine other complaints (or thirty-eight in the case of two multiple complainants) - referred from the OPCC between 31 August 2021 - 13 October 2021.

Following advice from the Complaints Sub-Committee's legal advisor on the handling of the multiple complaints received (totalling forty complaints: C1-C40 and thirty-eight complainants) since the PCC's interview with the Mail on Sunday published on 22 August 2021: *"Police and Crime Commissioner for Surrey launches blistering attack on Stonewall for promoting 'dangerous transgender ideology that threatens the safety of our women and girls'"*, with complaints directly on that interview and/or the alleged transphobic tweets/social media posts by the PCC, C38-C39 are two additional complaints from existing complainants and relate to the PCC's quote in a tweet by the LGB Alliance and speaking at the LGB Alliance Conference and C40 was the most recent complaint made concerning the PCC speaking at the LGB Alliance Conference; a Complaints Sub-Committee was convened in order to consider your complaint alongside thirty-nine other complaints (or thirty-eight in the case of two multiple complainants).

[A summary of each individual complaint has been removed and the forty complaints are summarised below:

Ref: **PCP 0038** – (collated complaint: forty complaints and thirty-eight complainants)

Since the PCC's interview with the Mail on Sunday on 22 August 2021 "*Police and Crime Commissioner for Surrey launches blistering attack on Stonewall for promoting 'dangerous transgender ideology that threatens the safety of our women and girls'*", with complaints directly on that interview and/or the alleged transphobic tweets/social media posts by the PCC, with two additional complaints from existing complainants relating to the PCC's quote in a tweet by the LGB Alliance and speaking at the LGB Alliance Conference and the most recent complaint made concerned the PCC speaking at the LGB Alliance Conference.]

The Panel's Complaints Sub-Committee met on 5 November 2021 to consider your complaint. Whilst the Complaints Sub-Committee aims to consider a complaint normally to be held within four weeks, allowances were made as a result of further legal advice being sought in advance of the Complaints Sub-Committee and due to the administrative complexity of handling multiple complaints.

Remit of a Police and Crime Panel

The Police Reform and Social Responsibility Act 2011 sets out that a Police and Crime Panel is restricted to informal resolution of any non-serious complaint made against a PCC.

The Police and Crime Panel is responsible for overseeing complaints made about the conduct of the PCC. The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 interprets "conduct" as including "acts, omissions, statements and decisions (whether actual, alleged or inferred)." The role of the Police and Crime Panel is to consider the information submitted and determine the most suitable course of action to assist with informal resolution of the complaint, such as through convening a Complaints Sub-Committee.

The Complaints Sub-Committee has a non-investigatory role and only has the power to consider complaints about the conduct of the Police and Crime Commissioner (and Deputy Police and Crime Commissioner):

In accordance with the Complaints Protocol in considering the complaint before it the Complaints Sub-Committee shall have regard to:

- The Code of Conduct of the Police and Crime Commissioner;
- Whether the complaint discloses a specific conduct failure identifiable within the Code of Conduct of the Police and Crime Commissioner;
- Whether the complaint related to operational policing matters which the Police and Crime Commissioner has no authority over;
- The remedies available to it.

The remedies available

In accordance with the Complaints Protocol the remedies available to the Complaints Sub-Committee are restricted to the following:

- Asking the Panel's Support Officer to write an explanatory letter to the complainant on behalf of the Complaints Sub-Committee;
- Requesting that an officer of the PCC's Office write an explanatory letter to the complainant;
- Suggesting a change to the Office of the PCC policy;
- Requesting that an apology be tendered by the person complained about (no apology may be tendered on behalf of the person complained against unless that person has admitted the alleged conduct and agreed to the apology).

Regarding Police and Crime Panels, there exist no legal powers to apply formal sanctions other than to provide an opinion on the conduct of the office-holder concerned and the remedies set out above, the PCC is held accountable by the ballot box.

The Complaints Sub-Committee's Considerations

The Complaints Sub-Committee was required to consider forty complaints following statements made by the PCC in an interview with the Mail on Sunday, a statement issued by the PCC, comments made on her twitter feed and her attendance at an LGB Alliance conference. The comments made were in the course of an ongoing public debate, which has been referred to elsewhere as the "transgender debate", with differing views being expressed which have been broadly described as being from a gender critical or gender identification stance.

The debate generates strong feelings and the Complaints Sub-Committee wished to make clear that its role was not to consider or reach any view on the merits of any side of this debate. Its sole responsibility was to consider the conduct raised in the complaints concerning the PCC, the Code of Conduct and other obligations which apply to the office, and if any remedy it was able to take could help the informal resolution of the complaints before it.

Any conclusions reached on these questions should not be read as providing support or diminishing the views of either side in that debate. Neither should they be read as categorising the PCC's views on any side of the debate.

Having regard to the PCC's Code of Conduct:

The Complaints Sub-Committee focused on the following six provisions of the Code of Conduct:

"This code does not apply when I am acting in a purely private capacity."

“Objectivity - Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.”

“Selflessness - Holders of public office should act solely in terms of the public interest.”

“Integrity: Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.”

“Leadership - Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.”

- 2. General Obligations: “I agree:-
 - a. To treat others with dignity and respect
 - b. Not to use bullying behaviour or harass any person
 - c. Not to conduct myself in a manner which:
 - i. Is contrary to the policing protocol and/ or
 - ii. Could reasonably be regarded as bringing my office into disrepute”.

Advice to the Complaints Sub-Committee

The Complaints Sub-Committee was advised (with reference to the judgement in the Employment Appeal Tribunal: Forstater v CGD Europe & others UKEAT/0105/20/JOJ 10th June 2021):

Whether any particular expression of beliefs on either side of a debate amounts to unlawful discrimination or harassment in any given situation will always be a highly fact-sensitive question. But, in general, expressing beliefs as part of a respectful discussion or where relevant to the circumstances, or outside work as part of the public debate about these issues, is likely not to be discriminatory.

The Tribunal found *in that case*, that holding and expressing gender critical beliefs does not inherently interfere with the rights of trans people, even though some people may find such beliefs offensive or distressing. This does not mean that people with gender critical views can ‘indiscriminately’ or ‘gratuitously’ refuse to use a trans colleague’s preferred pronouns. To do so may constitute unlawful harassment of that person. But expressing gender critical views, including referring to a trans person’s biological sex, will not necessarily constitute harassment, and whether it does in any given situation is a highly fact-sensitive question.

In the application of these principles to the consideration of the complaints before it, the Complaints Sub-Committee was advised that the PCC is entitled to express her beliefs and views, whatever side they may be on, in the course of public debate, even though some people might find the views offensive or distressing. The Complaints Sub-Committee needed to consider whether the way in which the views were expressed by the PCC, was indiscriminate, gratuitous, disrespectful or without showing dignity to others, which could be considered a breach of the Code of Conduct.

Regarding the Public Sector Equality Duty (PSED) raised in some complaints, the role of the PCC is subject to the PSED, and the PCC must have due regard to the duties when discharging the functions of the office, such as setting the police and crime objectives for their area through a police and crime plan. It was beyond the Complaints Sub-Committee’s

remit and procedure to determine whether the PCC had breached statutory duties in the discharge of functions; such findings are made in the courts. In any event, the expression of views in a developing public debate, was not considered to be the point at which a function was discharged.

The Complaints Sub-Committee's Findings

The Complaints Sub-Committee carefully considered all the material before it, being the complaints, the supporting statements made by the complainants together with extracts from twitter and screenshots, the Mail on Sunday article, the PCC's statement published on the OPCC website, and the responses from the PCC.

- Concerning the PCC's interview with the Mail on Sunday on 22 August 2021 (and subsequent attendance to the LGB Alliance Conference) the Complaints Sub-Committee considered she acted in her capacity as PCC which was clarified by her statement as PCC on 26 August 2021; the PCC's Code of Conduct therefore applied.
- That the PCC had regard to the obligations of Objectivity, Leadership, Selflessness and Integrity. Her role includes addressing areas of concern raised by residents as she may consider appropriate and in the public interest. The PCC is entitled to express her views on such matters in the course of public debate, and the views she expressed on transgender issues did not inherently interfere with the rights of trans people and could not be said to be discriminatory in themselves.
- That the PCC had not contravened her General Obligations 2 a-c (ci cii); the PCC expressed views that she is entitled to express, and they were expressed in way that is expected in a tolerant society. The Complaints Sub-Committee did not consider there were any examples when the PCC expressed her views in a way that was indiscriminate, gratuitous, disrespectful or without showing dignity to others.
- The PCC's role is to hold the Chief Constable and Surrey Police to account, the way she expressed her views did not breach the Policing Protocol in relation to the distinction between the operational policing function held by Surrey Police and the PCC's strategic function.
- That the question of whether the PCC breached the Public Sector Equality Duty was not within the Complaints Sub-Committee's remit or procedure to determine in relation to the discharge of her functions. The expression of a view in a developing public debate was not considered to be the discharge of a function.

Outcome of the Complaints Sub-Committee

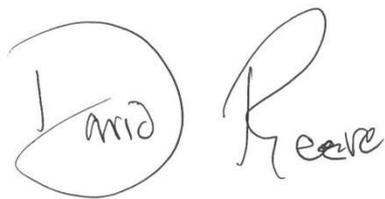
In respect of the Complaints Sub-Committee's considerations above, the Complaints Sub-Committee concluded that the PCC had not breached the provisions of the Code of Conduct and no further action on the forty complaints - PCP 0038 - would be taken, the remedy chosen was:

5.4.1 Asking the Panel's Support Officer to write an explanatory letter to the complainant on behalf of the Complaints Sub-Committee;

*5.7 The Panel's Support Officer will make a record of any informal resolution and will, usually within **5 working days**, provide copies to the complainant and the person complained about. (Allowances have been made due to the administrative complexity of handling multiple complaints).*

If you are not satisfied with the outcome of the Complaints Sub-Committee you can make a complaint to the Local Government and Social Care Ombudsman who will consider the case. Please see the following link to the website: <https://www.lgo.org.uk/make-a-complaint>

13
Yours sincerely,

A handwritten signature in black ink. The first part is a large circle containing the word "David" written in a cursive style. To the right of this is the word "Reeve" written in a similar cursive style.

Councillor David Reeve
Chairman of the Complaints Sub-Committee

SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2021

SURREY PCP BUDGET MID-YEAR CLAIM 2021

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 purpose of this paper is to report on the use of the grant in 2021 (April 2021 - September 2021), as noted in the Panel's mid-year claim submission to the Home Office submitted by the 29 October 2021 deadline.

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 2021 MID-YEAR CLAIM

2.1 The Home Office grant available for the 2021 mid-year claim is **£33,090** (total grant = **£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 April 2021 – September 2021 is therefore:

Table 1: Expenditure breakdown for 2021 (mid-year claim)

	£	Details
Panel Expenses – webcasting, printing and postage	820	Includes cost of webcast software per hour, operator and meeting support
SCC overheads	5,095	Based on rate card calculations (other staff costs not including salary i.e. back office costs such as office accommodation, HR etc
Refreshments	0	
Training	0	Panel Members and/or Democratic Services Officers
Venue Hire	0	
SUB TOTAL	5,915	
Members expenses	53	This is wholly travel costs
Employee Costs (see breakdown in table 2)	13,538	This includes NI contributions and pension costs
TOTAL	19,506	(rounded)

Table 2: Employee Costs breakdown 2021 (mid-year claim)

	£	Details
Democratic Services Officers	10,464	This is based on the percentage of salary costs of the supporting officers 45% of a FTE
Managers	2,596	This equates to 8.5 days
Legal	0 (Of the above 1,628 is for legal)	(Of the above, this equates to 3.5 days)
Accountants	479	This equates to 5 days.
TOTAL	13,538	(rounded)

3.0 DETAIL ON PANEL EXPENDITURE APRIL 2021 TO SEPTEMBER 2021

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 Panel Expenses – webcasting, and printing and postage (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 **£19,506** for the 2021 mid-year claim.

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. The Director of Law and Governance (under Managers) provided legal support 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 from external suppliers are agreed with the Chairman on a meeting-by-meeting basis. Due to pandemic the refreshment charge is £0.
- 3.4 Panel member training and conference sessions from external suppliers have been free of charge, which has meant that the training cost is £0.
- 3.5 The £820 Panel Expenses – webcasting, and printing and postage cost includes the cost of the webcast software per hour, the operator and meeting support; and the printing and postage costs for all committee and sub-committee meetings including letters to respond to complainants and other correspondence. 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.

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 significantly reduced - £53 - due to the pandemic and meetings being remote. Some costs for Travel expenses accrued for the June and September Panel meetings were charged after September so will be rolled over into the end of year claim.

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 between April-September 2021

Title	Live Date	Hits*	Live**	Archive***	Recording Time
PCP	30 June 2021	194	44	150	2hr 16 mins
PCP	15 September 2021	132	45	87	1hr 44 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 2021/22 as £66,180.

6.2 The Panel’s Outturn Forecast will be sent to the Home Office by 4 March 2022 and the end of year claim including expenditure between April 2021 - March 2022 will be submitted to the Home Office by 29 July 2022, to be reported to the Panel in either June/September 2022.

7.0 BACKGROUND INFORMATION

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

Contact Officer: Amelia Christopher, Committee Manager, Surrey County Council
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**SURREY POLICE AND CRIME PANEL
24 NOVEMBER 2021**

**RECOMMENDATIONS TRACKER AND FORWARD WORK
PROGRAMME**

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 Forward 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 Recommendations Tracker and to discuss the Work Programme to ensure the 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
RECOMMENDATIONS TRACKER - 24 NOVEMBER 2021**

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
June 2020	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	<p>The OPCC note that the strategy is still under development.</p> <p>10/11/2020 - Not yet finalised but an update will be provided to a future meeting.</p> <p>22/01/21 - 01/09/21 - The new long-term strategy for police housing is being worked up with a view to proposals coming to the March meeting of the Building the Future Board. After which it can be provided to the Panel once finalised.</p> <p>10/11/21 - This remains work in progress and is being considered alongside the ongoing work to determine the future location of the Force's HQ.</p>	Ongoing

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	<p>The OPCC note that the briefing note has not yet been developed as more detail was needed on the strategy.</p> <p>10/11/2020 - 16/06/21 - Work is being developed on the disposal of the five sites, but not yet detailed for sharing with the Panel.</p> <p>01/09/21 - The project is not at the stage to look at Mount Browne proposal.</p> <p>10/11/21 - This is dependent on the forthcoming decisions around the future location of HQ.</p>	Ongoing
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November 2020	Home Office Review of Police & Crime Commissioners - Part One	R46/20 - The Panel will request further detail and expansion on the possible acquisition of a PCC General Power of Competence in consultation for Part Two of the PCC Review; regarding local governance issues in relation to the selling, developing and buying of property as the Panel has a responsibility to scrutinise the PCC's actions and advice received on such matters.	Panel/OPCC	<p>9/12/20 - 05/03/21 - Part 2 of the Home Office's Review of the role of PCCs will not report until after the May elections. Should PCCs be afforded a General Power of Competence, relevant governance documents and procedures would need to be updated accordingly. In the meantime, the PCC's powers in respect of acquiring and disposing of property are clearly set out in the PCC's Financial Regulations.</p> <p>16/06/21 - Part 1 of the PCC review has been published and made a commitment that, as part of the second half of the PCC review, the Government will consult on giving a General Power of Competence (as afforded to Local Authorities) to all PCCs, to potentially help PCCs with the role they play in the wider crime and criminal justice landscape.</p> <p>01/09/21 - Part Two of the PCC review has started (27 July 2021).</p> <p>10/11/21 - The Home Office is currently consulting on the possibility of giving PCCs a GPC and it would seem sensible to explore this issue once the consultation has concluded.</p>	Ongoing
March 2021	Hate Crime	R8/21 - The PCC will look into the results of Surrey Fire and Rescue Services' joint initiative in which residents could walk into designated fire stations to report hate crimes and look at extending that initiative to Borough and District Councils who he worked closely with.	OPCC	<p>16/06/21 - Response from Surrey Police:</p> <p>The initiative stalled due to the Covid pandemic, and will be looked at again to progress once the Force is able to.</p> <p>01/09/21 and 10/11/21 - This project is still on hold.</p>	Ongoing

June 2021	Surrey Police Group Unaudited Financial Report for 2020/21	R11/21 - The CIPFA report concerning the review of Surrey Police's Capital projects, particularly ICT projects as well as the static acoustic cameras - see item 43/21, third paragraph - will be provided and the PCC would consider ways of moving the previous PCC's commitment along regarding the static acoustic cameras.	OPCC	01/09/21 - CIPFA has been engaged to do a review of all Force's projects not just ICT. The work is still ongoing 10/11/21 - The CFO has looked into this and there is no CIPFA report on ICT projects to share.	Ongoing
June 2021	Surrey Police and Crime Panel Annual Report 2020-2021	R14/21 - Panel members will look at using the Panel's Annual Report 2020-21 the report to publicise the work of the Panel to their respective Borough and District Councils, and local areas; and look to publicise the work of the Panel further.	Panel Members	Panel members to provide an update. 15/09/21 – Panel members were reminded of this action at the Panel meeting.	Ongoing
June 2021	Re-establishment of the Complaints Sub-Committee 2021/22	R16/21 - A review of the Complaints Protocol will be undertaken.	Committee Manager (SCC)/Complaints Sub-Committee	03/09/21 and 10/11/21 - OPCC to provide changes and to liaise with Committee Manager (SCC), Director of Law and Governance (SCC) and Complaints Sub-Committee.	Ongoing

June 2021	Re-Establishment of the Finance Sub-Group 2021/22	R18/21 - A meeting of the Finance Sub-Group will be scheduled in the autumn to have an initial review, if possible, of the PCC's upcoming budget.	Committee Manager (SCC) /Finance Sub-Group/Chief Finance Officer (OPCC)	30/06/21 - Action in line with Panel's letter to the previous PCC re its concerns on the Precept (R1/21). 'Going forward it has sight of the various scenarios of proposed precept levels that you consider in order to understand the effect of different precept levels.' 03/09/21 and 10/11/21 - Date to be set in due course.	Ongoing
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September 2021	Building the Future Update	<p>R23/21 - An in-depth report will be provided to the Panel in due course following the Strategic Estates Assessment on what RIBA Stages 4-8 would entail including:</p> <ul style="list-style-type: none"> - the aligning of the Surrey Police Estates Strategy and the Surrey Police Housing Strategy: including decisions around the Eastern Operating Base in Reigate/Reigate Police Station, Woking Police Station, the Dog School, covert operations, agile working. - the timescales between the Stages. - how the financing of the Programme would be reviewed and the impact of the Medium Term Financial Plan 2021/22 to 2025/26, the overall costs and budget so far (see action 2), including for each of the two options for the new headquarters - to remain at and redevelop Mount Browne or to carry on with delivering the new 	OPCC	10/11/21 - The OPCC Chief Executive will liaise with the Committee Manager (SCC) to establish an appropriate date for this information.	
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		headquarters at the Leatherhead site.			
September 2021	Surrey Police Recruitment and Workforce Planning Update	<p>R26/21 - The PCC will consider the Panel member comment around providing a breakdown of the police officer allocation to each of Surrey's Districts and Boroughs, noting the difficulty as the allocation was not uniform nor static.</p> <ul style="list-style-type: none"> - Panel members will consider raising the operational issue at the informal Panel meeting with the Chief Constable in October. 	PCC/OPCC Panel members/Committee Manager (SCC)	<p>10/11/21 - The PCC has asked Surrey Police for this information which is being worked on and will be provided to members one available.</p> <p>27/10/21 – Panel members considered this.</p>	Ongoing October 2021
September 2021	Commissioner's Question Time	R32/21 - The PCC will look into whether there is a specific timeline of the review of the Surrey Police CCTV Strategy, so Panel members could share the outcome with Surrey's Districts and Borough Councils.	PCC	10/11/21 - The PCC is aware of the concerns and frustrations relating to CCTV. The OPCC have requested a full update at a performance meeting with the Chief Constable in January and are working in the interim to get answers to some of the questions asked by District and Boroughs. We hope to provide a full update in the new year.	Ongoing

September 2021	Commissioner's Question Time	R34/21 - The Panel will consider scrutinising how CCTV could be used effectively in Surrey.	Panel members/Scrutiny Officer (SCC)	10/11/21 - A research briefing is being prepared, looking at: <ul style="list-style-type: none">- Different approaches to CCTV across Surrey's Boroughs and Districts.- Approaches to CCTV nationally by other counties.	Ongoing
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Completed Actions/To be Deleted

June 2021	Re-establishment of the Finance Sub-Group 2021/22	R17/21 - The remaining vacancy on the Finance Sub-Group will look to be filled by or at the next meeting of the Panel.	Panel Members	Chairman to ask Panel members at September's Panel meeting. 15/09/21: Councillor Valerie White filled the vacancy.	September 2021
September 2021	Building the Future Update	R21/21 - The OPCC will look into whether a Part 2 briefing on the outputs to be considered regarding the Strategic Estates Assessment can be provided at November's Panel in advance of the decision to be taken by the BTF Board in late November.	OPCC	A Part 2 briefing cannot be provided at November's Panel in advance of the decision to be taken by the BTF Board in late November as the BTF Board is scheduled to meet on 22 November. Therefore, the Panel in November will receive a Part 2 briefing (verbal) on the outputs considered and the agreed decision made. 9/11/21 - Panel members were informed of the above course of action, to receive a Part 2 verbal briefing at the November 2021 Panel.	November 2021
September 2021	Building the Future Update	R22/21 - The Chief Finance Officer (OPCC) will liaise with the Building the Future Programme Director (Surrey Police) on the costs so far on the Programme and would inform Panel members via email.	Chief Finance Officer (OPCC)	8/11/2021 – Email circulated to Panel members: Response: Up to the 30 th September 2021 the total spent on the Building the Future Project amounted to £1.882m. This excludes the purchase of the Leatherhead site which was in total £22.9m.	November 2021
September 2021	Police and Crime Plan Development	R24/21 - That at the same time the draft Police and Crime Plan 2021-24 is submitted to the Panel - on track for mid-November - the Police and Crime Commissioner for Surrey will submit to the Panel all of the evidence which	PCC/OPCC	12/11/21 – Circulated to Panel members (official sensitive documents).	November 2021

		informs the draft Plan and is suitable for disclosure to the Panel.			
September 2021	Police and Crime Plan Development	R25/21 - The PCC will note the Panel's view that the forthcoming consultation on the proposed priorities for the Police and Crime Plan 2021-24 should clearly and concisely explain to respondents the role of the PCC and the nature and purpose of a Police and Crime Plan.	PCC/OPCC	The role of the PCC was explained in the resident survey.	November 2021
September 2021	Surrey Police Recruitment and Workforce Planning Update	R27/21 - The Panel will be provided with historical information about the two entry routes into Surrey Police: Police Constable Degree Apprenticeship (PCDA) and the Degree Holder Entry Programme (DHEP), such as the applicant rate, appointment figures, retention rate and the demographics of applicants.	OPCC	Briefing note provided by Surrey Police – see Annex 1.	November 2021
September 2021	Collaboration Report	R28/21 - Panel members to consider raising the operational issue of how Surrey Police operated collaboratively with the Metropolitan Police and the British Transport Police at the informal Panel meeting with the Chief Constable in October.	Panel members/Committee Manager (SCC)	27/10/21 – Panel members considered this, raising it at the Informal meeting.	October 2021

September 2021	Collaboration Report	R29/21 - The PCC will look to provide Panel members with the information on the wider collaborative arrangements with local authorities in Surrey, the NHS and the Criminal Justice System via an initial summary of the headline information for Panel members to review.	PCC/OPCC	A summary has been provided – see Annex 2.	November 2021
September 2021	Feedback on Performance Meetings Between the Police and Crime Commissioner and Chief Constable	R30/21 - The OPCC will share the relevant information such as the agenda on the upcoming performance meetings as included on the OPCC's website.	OPCC	These can be found on the OPCC website: https://www.surrey-pcc.gov.uk/transparency/meetings-agendas/	November 2021
September 2021	PCC Decisions and Forward Plan	R31/21 - The Chief Executive (OPCC) will look at the way both the OPCC Forward Plan and the OPCC Decision Log were presented to the Panel going forward, providing an explanation to Panel members on which decisions and why are deemed as 'key'; to ensure that key decisions identified on the OPCC Forward Plan are included in the OPCC Decision Log when necessary so that a definitive record is kept.	Chief Executive (OPCC)	In addition to providing a response to the action; the additional follow-up questions from Councillor Paul Kennedy (raised post-meeting) have been responded to in a letter from the OPCC - Panel members were sent the letter for reference on 13/10/2021. 10/11/21 - Explanation has been provided - see Annex 3 - and the panel report (PCC Forward Plan and Key Decisions) amended to give further clarity.	November 2021

September 2021	Commissioner's Question Time	R33/21 - Panel members to consider raising the operational issue of artificial intelligence (AI) such as facial recognition technology and 'predictive policing' through algorithms regarding surveillance and CCTV at the informal Panel meeting with the Chief Constable in October.	Panel members/Committee Manager (SCC)	27/10/21 – Panel members considered this, raising it at the Informal meeting.	October 2021
September 2021	Enterprise Resource Planning (Equip) Programme	R35/21 - The ERP (Equip) Programme will be removed as a standing item under Part 2 but will remain under review in the Forward Work Programme with future Panel updates to be brought as and when there is substantial information to report.	Committee Manager (SCC)	October 2021: Committee Manager amended the Forward Work Programme.	September 2021



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PCDA and DHEP Attraction, Appointment, and Retention figures.

Required for:	Police and Crime Panel – November 2021
Security Classification:	Official
Handling information if required:	
Suitable for publication:	Yes / No
Title:	Action R27/21 response. PCDA and DHEP attraction, appointment, and retention figures.
Version:	
Purpose:	To inform the Police and Crime Panel
ACPO / Strategic Lead:	
NDM / OSARA compliance:	Yes / No
Date created:	01/11/2021
Date to be reviewed:	

AUTHOR:	
Name:	
Job Title:	
Telephone number:	
Email address:	



What are the Policing Principles?

- Accountability Fairness Honesty
- Integrity Leadership Objectivity
- Openness Respect Selflessness

1. Background

- 1.1. The Police and Crime Panel have requested a report providing historical information regarding the Police Constable Apprenticeship (PCDA) and Degree Holder Entry Programme (DHEP). Information requested is to cover application rates, appointment and retention figures and the demographics of applicants.
- 1.2. The first new entry route to launch in Surrey was the PCDA in January 2020. Some of the first intakes of probationers on both the PCDA and DHEP we mainly filled with applicants held in a pool from the old entry route. Attraction figures in this report will only cover recruitment campaigns specifically for the new entry routes which commenced in October 2019

2. PCDA Attraction

- 2.1. Since our first PCDA specific campaign in October 2019 we have received 2529 applications for this entry route. In total 151 (6%) of these applicants have been hired and commenced employment with us whilst 204 (8%) are still completing stages of the recruitment process.
- 2.2. Due to the nature of testing and number of steps in the Police Officer recruitment process to ensure we get the best candidates to be Police Officers, the success rate is quite low which it is why high levels of attraction are critical to us building a sufficient pipeline of candidates to meet establishment.
- 2.3. From the 2529 applications received 261 (10%) of these are from people who have identified themselves as being from Black, Asian & Minority Ethnic cultures.
- 2.4. 42% of applicants identify as Female (a total of 1050 applications), 58 (6%) of which have been hired and commenced employment.
- 2.5. Full summary table below

PCDA	Total Applications			BAME			FEMALE		
	Applications	Hired	In process	Applications	Hired	In process	Applications	Hired	In process
Oct-19	493	43	0	44	2	0	195	19	0
Feb-20	198	11	0	20	0	0	89	3	0
Mar-20	156	13	1	21	1	0	53	3	0
Apr-20	258	21	1	30	2	0	116	7	1
May-20	351	18	7	31	2	3	155	10	3
Jul-20	265	27	6	31	2	0	103	12	2
Aug-20	402	16	61	54	0	1	173	4	34
Nov-20	184	2	26	8	0	3	75	0	7
Jul-21	222	0	102	22	0	2	91	0	44
	2529	151	204	261	9	10	1050	58	91

3. DHEP Attraction

- 3.1. Since our first DHEP campaign in January 2020 we have receive a total of 1580 applications. This is inclusive of our Detective DHEP entry route. A total of 103 (7%) of applicants have been hired and commenced service with us, and a total of 173 (11%) remain in process.
- 3.2. From the 1580 applications received 222 (14%) of these are from people who have identified themselves as being from Black, Asian & Minority Ethnic cultures.
- 3.3. 51% of applicants identify as Female (a total of 798 applications), 54 (7%) of which have been hired and commenced employment
- 3.4. Full summary table below

DHEP	Total Applications			BAME			FEMALE		
	Applications	Hired	In process	Applications	Hired	In process	Applications	Hired	In process
Feb-20	176	16	0	42	4	0	72	4	0
May-20	325	40	11	17	2	0	145	21	5
Nov-20	259	7	42	37	0	8	106	2	17
Jul-21	202	0	97	41	0	19	95	0	44
	962	63	150	137	6	10	418	27	66

DC DHEP	Total Applications			BAME			FEMALE			15
	Applications	Hired	In process	Applications	Hired	In process	Applications	Hired	In process	
Jan-20	239	35	2	34	4	0	159	24	2	
Sep-20	379	5	21	51	1	1	221	3	17	
	618	40	23	85	5	10	380	27	19	

4. Retention

- 4.1. Retention rates are regularly monitored and reported through our Capacity and Capability Board, and Force Organisation Board.
- 4.2. Overall, we have a total attrition rate for probationers under 2 years' service of 13.5%. The entry route with the highest attrition is the PCDA (16.3%) and the lowest is the Detective DHEP (3.6%).
- 4.3. It is notable that early cohorts for the new entry routes were made up of students who had applied under the IPLDP and were not originally applying to undertake the levels of study required for the new entry routes.
- 4.4. For comparison, Surrey attrition under IPLDP (from 2014) prior to the change in entry routes averaged 17.9% during probation period, the new entry routes have a lower attrition rate than IPLDP.
- 4.5. As these are new entry routes to policing there is constant review to ensure the programmes are delivered in the most effective and efficient way and that we are recruiting officers with the capability to complete the course.
- 4.6. In the last 3 months the exit survey for the student police officers has been adjusted and specific information is passed back to the student programme leaders for central collation to further identify issues and inform improvements.
- 4.7. Information gathered to date shows a variety of reasons for leaving but no significant trends.
- 4.8. Actions have been taken with L&PD along with the HEIs in response to some feedback gathered including:
 - HEIs have improved the study guidance delivered in Year 1
 - Timing of knowledge assessments has changed, and volume reduced (Y1)
 - Redesign of the programme structure in Year 2 so modules are delivered consecutively rather than concurrently
 - Changed the implementation of Protected Learning Days (PLDs) - the first cohorts were not assigned the correct amount of PLDs
 - Updated the force guidance on Protected Learning Time (PLT), so it is clear to supervisors and student officers how they can best use this time
 - Information sessions given to Sgts on divisions to better understand the new entry routes and how they can support their staff
- 4.9. Summary of leavers data below

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		Total Intake	Still Employed	Left with Under 6 Months Service	Left with Under 1 years Service	Left with Under 1.5 Years Service	Left with Under 2 Years Service	Total Left with Under 2 Years Service	Proportion Left with Under 2 Years Service
2021/22	PCDA	24	24	0	0	0	0	0	0.0%
2021/22	Det DHEP	0	0	0	0	0	0	0	0.0%
2021/22	DHEP	12	12	0	0	0	0	0	0.0%
2020/21	PCDA	119	99	10	8	2	0	20	16.8%
2020/21	Det DHEP	28	27	0	1	0	0	1	3.6%
2020/21	DHEP	63	56	3	3	1	0	7	11.1%
2019/20	PCDA	72	57	0	10	3	2	15	20.8%
2019/20	Det DHEP	0	0	0	0	0	0	0	0.0%
2019/20	DHEP	0	0	0	0	0	0	0	0.0%
Total	Total	318	275	13	22	6	2	43	13.5%
	PCDA	215	180	10	18	5	2	35	16.3%
	Det DHEP	28	27	0	1	0	0	1	3.6%
	DHEP	75	68	3	3	1	0	7	9.3%

5. Decision[s] Required

5.1. No decisions required. This paper is for information only.

Response to Action R29/21 – wider collaboration

At its meeting in September 2021, the Panel requested a report exploring police collaboration at local, regional and national level and the role of the PCC in collaboration. As a follow-up, we have been asked to provide Panel members with information on wider collaborative arrangements with local authorities in Surrey, the NHS and the Criminal Justice system by way of headline information.

This is evidently a very broad request and as such, we have provided a brief summary below which is not exhaustive. If there are areas of particular interest to the Panel, these can be explored in more detail at future meetings.

Local Authorities

- The PCC has worked collaboratively with local authorities on many projects to improve community safety and reduce ASB – e.g. Joint Enforcement Teams and coaching for victims of persistent ASB. The PCC is the final arbiter in the Community Trigger process
- We co-commission a number of services with local authority partners to provide support to victims of crime – e.g. support to DA refuges and DA outreach work
- We work with local authorities to access specific funding pots as and when they become available – e.g. the Safer Streets fund
- The Surrey PCC has a standing invitation to the Surrey Leaders meeting where she is able to discuss relevant county-wide issues. The provision of a transit site is a case in point
- As a member of the Drivesmart Board, the PCC will be looking to work with local authorities to improve road safety and encourage safer and more considerate road usage
- Whilst not a statutory member of Community Safety Partnerships, the OPCC attend most CSPs in Surrey which require responsible authorities to work together to develop and implement strategies for reducing crime and disorder in their areas. The OPCC also chairs the Community Safety Forum, bringing together community safety colleagues from local authorities.
- The OPCC, local authorities and a host of other statutory and voluntary sector agencies collaborate at strategic partnership boards to tackle issues such as domestic abuse, rape and sexual assault and violence against women and girls. The OPCC chairs the Domestic Homicide Oversight Group, Coercive & Controlling Behaviour Workstream and DA & Stalking Perpetrator Monitoring Group for a new intervention commissioned by the OPCC.
- The OPCC is a member of the Surrey Homelessness Multi-Agency Group

NHS and Mental Health

- The PCC is a member of the Surrey Health & Wellbeing Board which brings together NHS, public health, social care, local councillors and user representatives to work together to improve the health and wellbeing of the people of Surrey
- The PCC has taken on a national portfolio for Mental Health. At a local level, the Office works with partners such as Surrey & Borders to explore the impact of mental health on policing demand and to develop support for those with mental health issues or multiple needs such as drug and alcohol abuse or homelessness
- The OPCC is a member of the Surrey Crisis Care Concordat Delivery Group
- The OPCC is a member of the Surrey Adults Matter Strategic Board

Criminal Justice

- The PCC chairs the Surrey Criminal Justice Board. This brings together senior partners from Surrey Police, the CPS, HM Courts & Tribunal Service, HM Prisons and Probation Service, local authorities and the Judiciary to drive improvement and improve confidence in the criminal justice system
- The PCC has a reducing reoffending fund and works collaboratively with agencies such as the Probation Service to co-commission services. Recent examples include the provision of supported housing and substance misuse services
- The OPCC chairs the Out of Court Disposals Scrutiny Panel
- The OPCC is a member of the Surrey Reducing Reoffending Board
- The OPCC chairs the Custody Scrutiny Panel

Safeguarding

- OPCC is an invited member of the Surrey Children Safeguarding Executive and the Surrey Adult Safeguarding Executive
- The OPCC is a member of the Exploited and Missing Children's Delivery Group, Chairs the Needs of Exploited Group and has supported the safeguarding of children through the commissioning of the targeted Child Criminal Exploitation Service.
- The OPCC is a member of the Surrey Adolescent Safeguarding Partnership and the YOT Partnership, working on projects to protect young people at risk of harm and exploitation. The OPCC has funded and co-developed the Engage Project which supports young people in custody.

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CC Amelia Christopher, SCC

6th October 2021

Dear Cllr Kennedy,

Thank you for your recent email to Kelvin Menon (copied to me) which raised a number of issues around transparency, 'key decisions' taken by the PCC and the OPCC's Forward Plan. Your questions follow on from the discussion at the Police & Crime Panel. I will endeavour to address your various points below:

Key Decisions

You have asked for clarification of what constitutes a 'key decision'. All PCCs are required by the Elected Local Policing Bodies (Specified Information) Order 2011, to publish "*a record of each decision of significant public interest arising from the exercise of (their) functions*". We refer to these as 'key decisions'. Unlike a 'key decision' made by a local authority, where a definition is usually found in the Council's Constitution, there is no set definition of what constitutes a key decision for a PCC over and above something that is deemed of significant public interest. We do however, set out in our Scheme of Governance what will likely be included, namely:

- Setting an annual Police and Crime Plan
- Setting the police budget and precept requirement
- Appointing, dismissing, disciplining and appraising the Chief Constable
- Allocating grants for crime reduction or victim support initiatives in the area
- Consulting with the public and victims on priorities and budget
- Collaboration with others to achieve efficiency and resilience
- Financial decisions that are not delegated to Surrey Police

Key decisions taken by the PCC are published on the OPCC website in the interests of transparency and so that they can be reviewed by the Panel.

The OPCC Forward Plan

Separately, we publish a Forward Plan which includes those upcoming 'key decisions' that we either know, or expect, that the PCC will take. The Forward Plan also includes significant actions and decisions for the wider office. It does not therefore translate that items on the Forward Plan will always result in a 'key decision' by the PCC. There may also be additional key decisions that arise and are taken in faster time and have not therefore been included on the Forward Plan. Such decisions are, however, still published.

Whilst I am content that we have met the requirements around transparency of decision-making, we will look at the structure of the report provided to the Panel to ensure it is clearer in future where an item on the Forward Plan has not resulted in a key decision.

Turning to the specific examples you raise in your email:

- Deputy PCC appointment and date of decision (31/2021): the date of 19th July refers to the decision to use reserves to pay for the Deputy PCC post, rather than the decision to appoint a Deputy. As the Panel will be aware, the previous PCC did not have a Deputy and therefore there is no provision in this year's budget to fund the post, hence the use of reserves.
- The agreement of a Concordat with the Chief Constable: this was included on the Forward Plan in anticipation of an incoming PCC wishing to sign a concordat with the Chief Constable. There is no requirement to do so and the current PCC is of the view that the relationship between PCC and Chief Constable is sufficiently well defined within the Policing Protocol.
- The approval of the PCC's Allowance Scheme: this was approved in late May (and the decision published) and should have been removed from the June forward plan.

Follow-up questions

You have set out a number of more detailed follow-up questions which we have addressed below:

1. *Clearly the DPCC appointment covers nearly 9 months of the current year, so a salary cost of just over £40k, and needs to include add-ons such as NI/pensions. However, the figure of £70k still seems quite high. Can you please explain what else is in there? Are all the DPCC on-costs in the £70k recurrent from 8th July (or 19th July?), so that the annualised cost would be £95k, or are there any one-off costs in this figure?*

The allowance in the decision was the salary and on costs (NI, Pension) for a year based on a salary of £55k. This is an over provision as it should have been for 9 months rather than a year but this can be adjusted at the year end. There are no other costs within this figure.

2. *You didn't specifically mention the strategic comms advice at the Panel meeting so this came as a surprise, particularly as the PCC already has a strategic comms background and the OPCC already has a media officer. Is this one-off advice from an external consultant (if so, which consultant, when were they appointed, and for what period?), or by an additional member of OPCC staff (if so, when was the appointment and is this an employee or a secondee?)?*

The PCC has appointed an external agency, 56 Degrees North, on a fixed-term 6-month basis, to provide the Office with strategic communications advice. This appointment was reported in the decision notice 31/2021 and, in line with procurement rules, required us to obtain and assess a minimum of three written quotations.

Following her appointment, the PCC was of the view that the existing communications provision within the OPCC was not sufficient. The appointment of 56 Degrees North has provided additional capacity and resilience to the team which has proven particularly beneficial during a time of staff absence.

3. *Can you confirm which adviser is giving the property advice, when they were appointed, and for what period? Is this one-off advice relating to the HQ review on top of the funds released by 37/2021?*

The PCC has overall responsibility for estates but has limited internal expertise in this area within the OPCC. An external property advisor, Vail Williams, was appointed by the previous PCC, on a call-off basis to provide independent, professional advice as required. This has been important during the significant 'Building the Future' project. The amount is to cover these costs as they arise and none of this sum has been used so far. This is separate to the decision detailed in 37/2021 which refers to the Strategic Assessment to determine the future HQ plans, being led by Surrey Police.

- 4. *You mentioned that the analyst is an extra member of staff to analyse data for grant applications, which I guess is expected to be recurrent spending? Again when was the appointment, and is this an OPCC employee or a secondee? How was this analysis paid for and undertaken under the previous PCC?*

The Strategic Analyst post was appointed by the previous PCC on a temporary secondment basis in late 2020. This was in recognition of the ever-expanding statutory role of the PCC in commissioning projects and services to support victims of crime and to submit bids for funding opportunities such as the recent Safer Streets fund. The post ensures that the OPCC is able to inform and evidence its commissioning work and also monitors and reports on the performance of services to support future decision-making.

This individual's contract has now been extended on a temporary basis. If it is decided to make the position permanent this will be included within the 2022/23 budget.

- 5. *Was this extra spending reflected in the Q1 monitoring forecast £0.5m deficit for 2021/22 (36/2021), or will it be reflected in the Q2 monitoring report?*

The extra spending is reflected in the Q1 monitoring statement. However, as it is funded from reserves it does not impact the bottom line.

I hope that addresses all the points raised in your email and provides some assurance around our transparency arrangements. I am copying this letter to the Committee Manager at Surrey County Council so that it can also be shared with the wider Panel.

Yours sincerely,

Alison Bolton



Alison Bolton
Chief Executive
Office of the Police & Crime Commissioner for Surrey

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Surrey Police and Crime Panel - Forward Work Programme 2021 and Draft for 2022

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.

2021

DATE	ITEM	Police and Crime Plan Priority	PURPOSE	OFFICER
November 2021	Budget Update (Twice per year – Feb & Nov) <ul style="list-style-type: none"> • Surrey Police Group Financial Report for Month Six Financial Year 2021/22 • Office of the Police and Crime Commissioner Financial Report for Month Six Financial Year 2021/22 	Making Every Pound Count	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
	Draft Police and Crime Plan 2021-25	All	For the Panel to review and comment on the draft Police and Crime Plan 2021-25.	OPCC
Action R40/20: The Panel will be kept informed on the review of JETs and the powers granted through the Community Safety	Anti-Social Behaviour	Building Confident Communities	Recommendation marked as completed, this is the further report that has come to a future panel meeting later in the year - a Surrey JET Protocol will be developed, it will include antisocial behaviour (ASB) and environmental crime.	OPCC

Appendix 2

Accreditation Scheme (CSAS).				
	OPCC Commissioning Update	Supporting Victims	The Police and Crime Panel will receive a presentation at the meeting which will provide an update on OPCC commissioning activity, including how we have been working with partners and responding to the pandemic.	OPCC
	Surrey PCP Budget Mid-Year Claim 2021	N/A	Mid-year report detailing the Panel's expenditure of the Home Office Grant.	Committee Manager
	Standing Items – see list below			

DRAFT - 2022

DATE	ITEM	Police and Crime Plan Priority TBC	PURPOSE	OFFICER
Feb 2022	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 2022/23.	Chief Finance Officer
	Budget Update (Twice per year – Feb & Nov) <ul style="list-style-type: none"> Surrey Police Group Financial Report for Month Eight Financial Year 2022/23 Office of the Police and Crime Commissioner Financial Report for Month Eight Financial Year 2022/23 		As agreed at the precept setting meeting on 6 February 2013, to allow the Panel to have oversight of the latest financial position.	Chief Finance Officer
TBC – delayed since February 2021 Panel	Local Recovery & Devolution White Paper		To consider the implications of the White Paper detailing the review to: <ul style="list-style-type: none"> Mayoral PCC model - learning from the transfer of PCC and Fire & Rescue Authority (FRA) functions to mayors. This will lay the foundations for the longer-term ambition to increase the number of mayors with responsibility for public safety - outlined in the forthcoming White Paper. Detailing the changing governance structure in response to unitary authority bids 	OPCC / Committee Manager / Panel

Appendix 2

TBC – delayed since November 2021 Panel	HO PCC Review Part 2 and General Power of Competence		The Panel to receive a report on the Part 2 review from the OPCC and to include the Panel's submitted responses to the Home Office/LGA.	OPCC / Committee Manager
	Standing Items – see list below			

DATE	ITEM	Police and Crime Plan Priority TBC	PURPOSE	OFFICER
April 2022	Police and Crime Plan Update (Twice yearly – April/Nov)		To consider progress made against the agreed Police and Crime Plan.	OPCC
	Police Complaints Reform		The Panel to receive a 2 year 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
Twice a Year (April/Sept)	Surrey Police Recruitment and Workforce Planning		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.	OPCC
	Standing Items – see list below			

Appendix 2

DATE	ITEM	Police and Crime Plan Priority TBC	PURPOSE	OFFICER
June 2022 – AGM	Governance Items 2022/23: <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
	Surrey Police Group End of Year Financial Report for 2021/22		To provide the report.	OPCC – Chief Finance Officer
	Office of the Police and Crime Commissioner End of Year Financial Report for 2021/22		To provide the report.	OPCC – Chief Finance Officer
	PCP Annual Report 2021-2022		A summary of the PCP's activity over the last year.	Committee Manager
Or in September	Surrey PCP Budget 2021-22		End of year report detailing the Panel's expenditure of the Home Office Grant.	Committee Manager
	Standing Items – see list below			

Appendix 2

DATE	ITEM	Police and Crime Plan Priority TBC	PURPOSE	OFFICER
September 2022	Medium Term Financial Plan		To note the MTFP.	Treasurer/CFO
Twice a Year (April/Sept)	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
TBC – delayed since November 2021 Panel (There has not been an updated PEEL inspection with gradings since the last report to the panel in November 2020, next report expected in summer 2022)	Performance Review: HMICFRS Inspection Results		To receive an update on what the force is doing to address key areas highlighted in the HMICFRS inspections reports. <ul style="list-style-type: none"> • How effective is the force at investigating crime? • How well does the force understand the current and likely future demand? • Summary of Legitimacy, Effectiveness and Efficiency. <p>Summary of PCC's responses to reports published by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) about Surrey Police.</p>	OPCC
	Standing Items – see list below			

DATE	ITEM	PURPOSE	OFFICER
October 2022	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

Appendix 2

DATE	ITEM	Police and Crime Plan Priority TBC	PURPOSE	OFFICER
November 2022	Budget Update (Twice per year – Feb & Nov) <ul style="list-style-type: none"> • Surrey Police Group Financial Report for Month Six Financial Year 2022/23 • Office of the Police and Crime Commissioner Financial Report for Month Six Financial Year 2022/23 		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
	Police and Crime Plan Update (Twice yearly – April/Nov)		To consider progress made against the agreed Police and Crime Plan.	OPCC
	Performance Review: HMICFRS Inspection Results		To receive an update on what the force is doing to address key areas highlighted in the HMICFRS inspections reports. <ul style="list-style-type: none"> • How effective is the force at investigating crime? • How well does the force understand the current and likely future demand? • Summary of Legitimacy, Effectiveness and Efficiency. Summary of PCC’s responses to reports published by Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) about Surrey Police.	OPCC
	Surrey PCP Budget Mid-Year Claim 2022		Mid-year report detailing the Panel’s expenditure of the Home Office Grant.	Committee Manager

Appendix 2

	Standing Items – see list below		
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STANDING ITEMS: these will appear on every agenda				
Subject/Title	Dates	Police and Crime Plan Priority	Purpose	Contact Officer
PCC Forward Plan and Key Decisions	All	All	To review the key decisions made by the PCC in line with the Police Reform and Social Responsibility Act 2011, Section 28(6). Decisions – Office of the Police and Crime Commissioner for Surrey (surrey-pcc.gov.uk) To review the PCC's forward plan.	OPCC
Performance Meetings	All	N/A	To consider issues raised during monthly discussions between the PCC and the Chief Constable. Includes the website link and notice of upcoming public meetings.	Johanna Burne - OPCC
Building the Future Update	All	A Force Fit for the Future	A standing item to update the Panel on the future of police estates.	Johanna Burne - OPCC
Surrey Police Recruitment and Workforce Planning Update	Twice a Year (April/Sept)	A Force Fit for the Future	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

Appendix 2

Recommendations Tracker and Forward Work Programme	All	N/A	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	N/A	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	N/A	To monitor complaints received against the PCC and / or the DPCC	Committee Manager

ITEMS KEPT UNDER REVIEW				
ERP (Equip) Programme	Part 2	Part 2	Updates under Part 2 to be provided where appropriate.	OPCC

Appendix 2

Working Groups – re-established June 2021:

Group	Membership	Purpose	Reporting Dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • Councillor David Reeve - Chairman • Councillor Bruce McDonald - Vice-Chairman • Councillor John Furey • Councillor Valerie White • Councillor John Robini • Councillor Bernie Spoor • Independent Member - Mr Philip Walker • Councillor Paul Kennedy (<i>substitute</i>) 	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"> • Councillor David Reeve - Chairman (ex-officio) • Councillor Bruce McDonald - Vice-Chairman (ex-officio) • Councillor Paul Kennedy • Councillor Mick Gillman • Councillor Valerie White (agreed at Panel meeting: 15/09/21) • Independent Member - Mr Martin Stilwell 	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.