


## Notice of Meeting

# Surrey Police and Crime Panel



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**Date & time**  
**Thursday, 29 June**  
**2023**  
at **10.30 am**

**Place**  
Woodhatch Place,  
Reigate, Surrey

**Contact**  
Ross Pike, Scrutiny Business  
Manager

07805 803 593

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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Ross Pike, Scrutiny Business Manager on 07805803593.**

**Please note that the meeting will also be webcast live, which 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:**

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### Members

Cllr Alex Coley  
Cllr Paul Kennedy  
Cllr Victor Lewanski  
Cllr Barry Cheyne  
Cllr TBC  
Cllr Danielle Newson  
Cllr John Robini  
Cllr Richard Wilson  
Cllr Ellen Nicholson  
Cllr Harry Boparai  
Cllr Keith Witham  
Cllr Richard Smith  
Vacancy  
Mr Martin Stilwell

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



## **PART 1** **IN PUBLIC**

### **1 ELECTION OF A CHAIRMAN**

The Panel is asked to elect a Chairman for the year 2023/24.

### **2 ELECTION OF A VICE-CHAIRMAN**

The Panel is asked to elect a Vice-Chairman for the year 2023/24.

### **3 APOLOGIES FOR ABSENCE**

The Chairman to report apologies for absence.

### **4 MINUTES OF THE PREVIOUS MEETING: 18 APRIL 2023**

(Pages 1 -  
14)

To approve the minutes of the meeting held on 18 April 2023 as a correct record.

### **5 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.

### **6 PUBLIC QUESTIONS**

The deadline for public questions is seven days before the meeting (22 June 2023).

#### **Note:**

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

- 7 POLICE AND CRIME COMMISSIONER FOR SURREY ANNUAL REPORT** (Pages 15 - 36)
- Purpose:** The Police Reform and Social Responsibility Act (2011) places a duty on Police and Crime Commissioners to produce an Annual Report. The report should cover the exercise of the PCC's functions in the financial year and the progress made in meeting the Police and Crime Plan. The report should be presented to the Police and Crime Panel for comment and recommendations, and then a formatted version produced and published.
- The attached Annual Report covers the period April 2022 to March 2023 and is submitted to the Police and Crime Panel for comment.
- 8 PERFORMANCE MEETINGS** (Pages 37 - 40)
- 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.
- 9 PCC FORWARD PLAN AND KEY DECISIONS** (Pages 41 - 46)
- This report provides information on the key decisions taken by the PCC from April 2023 to present and sets out details of the Office's ongoing Forward Plan for 2023/24
- 10 SURREY POLICE & CRIME PANEL ANNUAL REPORT 2022-23** (Pages 47 - 64)
- Purpose:** In accordance with best practice for scrutiny and transparency as noted in Schedule 3 – In-Year Monitoring Information Requirements of the Home Office Grant Agreement, an annual report by Police and Crime Panels is an important Key Performance Indicator (KPI) to be monitored and reported on. This report provides a summary of the activity of the Surrey Police and Crime Panel from June 2023 to April 2023.
- 11 COMMISSIONER'S QUESTION TIME**
- 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 (23 June 2023).*
- 12 COMPLAINTS RECEIVED SINCE THE LAST MEETING** (Pages 65 - 66)
- 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.

- 13 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME** (Pages 67 - 78)
- To review the Recommendations Tracker and Forward Work Programme.
- 14 RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2023/24** (Pages 79 - 92)
- Purpose:** The Panel is asked to reconstitute the Complaints Sub-Committee for 2023/24.
- 15 RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2023/24** (Pages 93 - 96)
- Purpose:** The Panel is asked to reconstitute the Finance Sub-Group for 2023/24.
- 16 DATE OF NEXT MEETING: 28 SEPTEMBER 2023**
- The next public meeting of the Police and Crime Panel will be held on Thursday 28 September 2023.

**Joanna Killian  
Chief Executive**

Published: Wednesday, 21 June 2023

#### **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

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*Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.*

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**MINUTES** of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 18 April 2023 at Woodhatch Place, Reigate, Surrey.

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

**Members:**

(\*Present)

- \*Keith Witham
- \*District Councillor Paul Kennedy
- \*Borough Councillor Victor Lewanski
- \*Borough Councillor Valerie White
- \*John Robini (Chairman)
- \*Mr Martin Stilwell
- \*Borough Councillor Hannah Dalton
- \*Borough Councillor Ellen Nicholson
- \*Cllr Richard Morris

**Apologies:**

Satvinder Buttar  
District Councillor Mick Gillman  
John Furey  
Borough Councillor Barry J F Cheyne

**21/23 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from John Furey, Barry Cheyne, Satvinder Buttar and Mick Gillman.

**22/23 MINUTES OF THE PREVIOUS MEETING: 3 FEBRUARY 2023 [Item 2]**

1. A Member queried the accuracy of the minutes (13/21) in respect of an anticipated year end transfer of £150,000 from reserves to support the OPCC budget for 2022/23. The Chief Finance Officer confirmed that at the date of the meeting the intention was indeed to make the transfer at the year-end based on the information available at that time. The fact that this requirement had changed subsequently did not change the accuracy of the original minutes.
2. The minutes were then agreed.

**23/23 DECLARATIONS OF INTEREST [Item 3]**

None were declared.

**24/23 PUBLIC QUESTIONS [Item 4]**

None were received.

**25/23 101 SURVEY FEEDBACK AND ACTIONS [Item 5]****Witnesses:**

Lisa Townsend, Police and Crime Commissioner

Damian Markland, Head of Performance and Governance

**Key points raised during the discussion:**

1. The Police and Crime Commissioner (PCC) explained that the Force had struggled with the 101 service for several reasons and in particular staffing. The PCC visited call centre staff on a number of occasions and learnt that many trained staff had decided to become Police Officers. This was good for the individuals concerned and was to be encouraged but had put pressure on staffing levels within the Contact Centre. This was being addressed by five staff intakes of 50 starters with 28 in training.
2. A Member asked what the performance measures for call handling are and what the PCC's ambition for the service was. The Panel was told that the PCC wanted a service that would answer as many calls as possible and direct people to the right channels thereby increasing public confidence. There were no specific targets and the Head of Performance and Governance advised the panel that the call handling



measure of three minutes was only for management purposes rather than a target.

3. The PCC was asked about the survey results that made two mentions of alternative digital methods for contacting the Police, with one mention each of "live chat" and social media, and whether there were plans to promote the digital contact method to the same extent as the telephone access? The PCC commented that staff were trained to answer contacts from any method and confirmed that live chat was as effective as the telephone for contacting the Force and would be grateful if the Panel would reiterate this message when engaging with residents.
4. The survey did not specifically target those that had recently contacted 101 and was publicised through the Office of the Police and Crime Commissioner's usual channels. There were no measures to prevent staff responding to the survey but there was no reason to think staff within the Contact Centre would seek to influence the results. A Member of the Panel commented that they were contacted for a survey as a Surrey resident and their eligibility was checked by the call handler.
5. The PCC was asked if the survey reached a cross section of the population or just those who were digitally savvy. As a follow-up the Member asked how accessible the PCC's website was. The Head of Performance and Governance explained that the OPCC had launched a new redesigned website with the aim of ensuring it was compliant with accessibility standards.
6. A Member asked about reward and recognition for call centre staff. It was explained that there had been increases to the unsocial hours allowance, improved support to staff and more flexible recruitment procedures to make it easier to attract applicants. Whilst it would take time to assess whether these changes were having an impact on recruitment and retention, the PCC continued to receive regular updates.

**26/23 SURREY POLICE GROUP FINANCIAL REPORT FOR THE 10 MONTHS ENDED 31 JANUARY 2023 [Item 6]**

**Witnesses:**

Kelvin Menon, Chief Finance Officer

**Key points raised during the discussion:**

1. A Member questioned the impact of an underspend on police officers and capital on service levels to the public. The CFO replied that as far as he was aware there were no adverse impacts in the short term.

2. A Member questioned the ICT project delays noted in the report, such as the implementation of the Emergency Services mobile network (EN), Surrey DCS upgrade and the Joint Service Management Platform. The CFO stated that IT projects were difficult to plan for citing resourcing and capacity issues as well as more urgent operational matters taking priority. Sometimes delays were also the result of national policy delays such as ESN.
3. A Member asked about key decision 69 in the OPCC Decision Log which showed a £7.9m underspend and how this figure impacted on the precept rate. The CFO explained that the underspend had only a one-off benefit and consisted not only of savings but also budgets to be carried forward into the next financial year. Precept setting took a longer term view of funding pressures and the ongoing delivery of services. The CFO also said that all reserves were owned and under the control of the PCC and hence any decision on them had to be approved by the PCC.

## **27/23 PROGRESS AGAINST THE POLICE AND CRIME PLAN [Item 7]**

### **Witnesses:**

Lisa Townsend, Police and Crime Commissioner  
Damian Markland, Head of Performance and Governance

### **Key points raised during the discussion:**

1. The PCC was asked about the decrease in public confidence from 86% to 84% and efforts to improve this score. The PCC considered this to be important and commented that it may have been influenced by the national experience of policing including newspaper headlines on Police forces and the criminal justice system. More work was required to improve victim confidence in Surrey Police and this had been a growing area of focus in recent years.
2. A Member asked about barriers in engaging partners in efforts to reduce violence against women and girls. The PCC said this was an important question and could not be tackled by the Police alone and partners were integral. The PCC referenced the statutory duty to collaborate across the public sector and recent work with schools to support the PSHE curriculum. There were some emerging areas of work that would likely involve work with partners that had not historically had a close relationship with the police, and this would need to be managed through appropriate governance processes.
3. A Member highlighted the plateauing trend for victim satisfaction. What should the Panel expect to observe over the next six months given the planned initiatives and what support there is for victim support? The PCC reiterated her earlier response regarding Surrey Police's recognition of this issue and that victims were being contacted and crimes being resolved but often victims were not being kept updated through the process. The Head of Performance and Governance stated that there was a Victims and Witnesses Group in Surrey that

reviewed performance. The force's internal Victim and Witness Care Unit also worked closely with victims of crime to provide appropriate support and guidance. The unit also made use of volunteers to help support individuals. There was also a dedicated website, where residents could find out about all local support services available in Surrey.

4. A Member asked for any headlines from the survey into anti-social behaviour. The PCC highlighted five issues: anti-social driving and speeding, littering, anti-social parking, people using and dealing drugs and fly tipping. The PCC noted that not all of these were policing issues.
5. A Member reflected on recent issues in Woking where residents had been harassed by groups and asked how this would be affected by a new ruling on police not intervening in verbal neighbourhood disputes. The PCC thought that this was difficult, wanted to avoid criminalising neighbours and that there were other agencies that could help de-escalate situations before the police needed to become involved.
6. A Member raised the increased number of Killed or Seriously Injured (KSI) collisions in the county and asked what proportion of KSI collisions are, in fact, caused by young drivers, and whether there any measures to encourage safer driving for older drivers. The PCC did not have any figures at the meeting, but these were available online and a rise was expected post-pandemic. The PCC agreed there was a need for lifelong learning and there might be a good case for re-testing in later life.
7. The PCC was asked whether she was concerned that domestic burglaries were not in decline. The PCC felt this was always a challenge in Surrey owing to the number of wealthy residents and recognised there were hotspots for this crime. But outcome detections were up and campaigns and education on safety remained a priority for the PCC.

## **28/23 UNAUTHORISED ENCAMPMENTS [Item 8]**

### **Witnesses:**

Lisa Townsend, Police and Crime Commissioner

### **Key points raised during the discussion:**

1. The Panel queried whether the PCC would work with Surrey County Council to progress the development of transit sites and did the PCC have confidence that these sites would be created in the short-term. The PCC reported having numerous conversations with Surrey County Council on this topic and advised that if funding from the OPCC was required for the transit site to progress then she would consider contributing. The PCC explained that although the OPCC and Force was a stakeholder in this area it was not a decision-maker, this rested with the local Councils and their planning departments, but the PCC

would work continue to work with partners where appropriate to end the uncertainty and deliver a transit site.

2. The PCC advised that as encampments were not automatically a policing issue, when it came to eviction that was the responsibility of the landowner - that could be Surrey County Council, which meant Police involvement was low. The PCC told the Panel that for the year 2021 out of 80 incidents only four involved the use of Police powers and only 7 in 2022.

**Action/Further information to be provided:**

- OPCC to provide a briefing paper on the detail of legislative changes for policing unauthorised encampments.

**29/23 SURREY POLICE UPLIFT & WORKFORCE PLANNING [Item 9]**

**Witnesses:**

Lisa Townsend, Surrey Police and Crime Commissioner

Damian Markland, Head of Performance and Governance

**Key points raised during the discussion:**

***Figures on staffing were tabled at the meeting and are appended to these minutes.***

1. A Member highlighted the current low conviction rates for domestic violence against women and children and asked how the PCC would hold the Chief Constable to account. The PCC said that the new Chief Constable's background in this area provided confidence to her, and things should improve however she also referenced challenges in the criminal justice system such as court delays which did not help. That said the PCC reminded members that they must be mindful of the language used in this area to ensure that victims remain confident in coming forward with allegations to the Police.
2. The Panel requested further information on the survey on misogyny within the Force. The PCC advised that this work had been underway with an external provider for a year. This would commence with an anonymous survey for members of Surrey Police followed by a tailored programme based on the analysis of this feedback. The PCC offered to come back to the Panel with a further update on this work. The Head of Performance and Governance added that staff at the OPCC had much more access to information concerning conduct and vetting processes within Surrey Police and were actively monitoring this area in light of national developments.
3. A Member followed up with a question about recruitment safeguards. The PCC explained how Surrey vets all officers that transfer from one police force to another rather than relying on what's been done before

and how it was not unheard of for transfers into Surrey Police to fail its high bar for vetting.

4. A Member asked how many live cases Surrey Police had of allegations of sexual violence and/or domestic violence of serving officers within the force and also the status of carrying out investigation and of those being investigated, how many were still in an active policing role. The PCC did not have numbers available so agreed to write to the Panel.
5. The Panel asked about staff attrition rates and whether officers from minority groups were disproportionately leaving the service. The Head of Performance and Governance advised that this data was collected and would be provided to the Panel.
6. The Panel queried what constituted “specialist crime”. The PCC gave examples of the Paedophile Online Investigation Team, work on serious offences such as child abuse and rape.
7. The PCC was asked about the establishment figures for Police Community Support Officers. The PCC advised that they were recruiting for these roles, but it was challenging in Surrey with not only many current PCSOs becoming Police Officers but also those recruits who may have become PCSOs in the past now opting to become Police Officers instead.
8. A Member queried a recent quote from the Chief Constable that the new non-degree route into policing does not lead to a formal qualification; does this indicate that there are existing officers in Surrey Police who are not qualified. The PCC clarified that it meant that it does not lead to a degree qualification, but all officers are required to complete a formal training program to become fully trained officers.

**Action/Further information to be provided:**

- OPCC to share the Surrey response to the national HMIC inspection report on misogyny in the Police Service.
- OPCC to write to the Panel on the numbers referenced in paragraph 4 above.
- Breakdown of the demographics of those leaving the service.
- Clarify establishment and strength figures

**30/23 PERFORMANCE MEETINGS [Item 10]**

**Witnesses:**

Damian Markland, Head of Performance and Governance

**Key points raised during the discussion:**

1. The information was noted.

**31/23 PCC FORWARD PLAN AND KEY DECISIONS [Item 11]****Witnesses:**

Lisa Townsend, Police and Crime Commissioner

**Key points raised during the discussion:**

1. A Member noted that the Joint Audit Committee's papers were only available up until July 2022 online. Could this be checked.

**32/23 COMMISSIONER'S QUESTION TIME [Item 12]****Witnesses:**

Lisa Townsend, Police and Crime Commissioner

Damian Markland, Head of Performance and Governance

Kelvin Menon, Chief Finance Officer

**Key points raised during the discussion:**

1. The Chair asked the Commissioner: Surrey Police were said to have the lowest charge rates for rape. Using your figures can we discuss the reasons for this and what is the Commissioner doing to improve the outcome rate for rape cases in Surrey and their alleged victims. A response was tabled and appended to these minutes.
2. The Chair asked a follow-up on why the charge rate was so low when domestic abuse perpetrators are often known to Police and the PCC's view on the current charge rate. The PCC was talking with Ministers and the Crown Prosecution Service about the charge rates. It was added that the new Surrey Chief Constable had previously held the national brief for disclosure. The PCC considered that rape may not be the charge that a victim wished to go forward as the main charge. The PCC concluded that the area was complex and felt that aspects of the criminal justice system were unaccountable for low rates.
3. A Member asked how many charges converted to convictions. The Head of Performance and Governance would check the data as this was not part of the original question.
4. A Member asked about progress towards carbon net zero and whether the reserve of £1.7m was indicator of how much resource was required. The Chief Finance Officer considered this amount to be the beginning of the cost given the future challenges with infrastructure such as the Police's fleet of vehicles. Work was still being done to ascertain how to meet the challenge. The PCC felt the progress

toward net zero must be balanced against the Police's core purpose to prevent and protect the public from crime.

**Actions/Further information requested:**

- Response to Cllr Paul Kennedy's questions
- Number of convictions made a result of charges.

**33/23 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 13]**

**Witnesses:**

Alison Bolton, Chief Executive – Office of the Police and Crime Commissioner

Ross Pike, Scrutiny Business Manager

**Key points raised during the discussion:**

1. The Panel noted an error in the report that stated the complaint had been considered by the Sub-Committee in November 2022. This should have read 4 April 2022.
2. A Member requested a summary of the complaints against the current and previous PCCs considered by the Complaints Sub-Committee and the outcome of its hearings. Members were advised that the Committee's decisions were reported to each meeting so it would be possible to review previous papers to establish this information should it be required. The Chief Executive of the OPCC also reminded the Panel that it had delegated its powers to her to consider whether a complaint was repetitious as part of its complaint handling process. However, where there were new points raised in a complaint, even where it would otherwise seem similar to others that had been considered by the Sub-Committee, the Chief Executive was required to refer the complaint back to the Sub-Committee for informal resolution.

**Actions/Further information requested:**

- Panel Support to provide a summary of complaints made against current and former Police and Crime Commissioners.

**34/23 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 14]**

**Key points raised during the discussion:**

1. The Panel noted the tracker and forward work programme.

**35/23 DATE OF NEXT MEETING [Item 15]**

The Panel's next meeting would be held on Thursday 29 June. This would be the annual meeting of the Panel. The Chair thanked everyone for their support.

Meeting ended at: 12:36

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**Chairman**



**Staff - as at 31.03.23**

	Establishment	Strength	Vacancies	Vacancy Rate
Eastern	38	34.98	3.02	7.9%
Northern	39	37.88	1.12	2.9%
Western	40.5	39.16	1.34	3.3%
Operations	128	106.67	21.33	16.7%
Public Protection	81.55	77.92	3.63	4.5%
Specialist Crime	274.08	235.71	38.37	14.0%
Regional	14	1	13	92.9%
People Services	131.41	103.78	27.63	21.0%
SBSC	43.29	44.94	-1.65	-3.8%
Contact	437.34	377.89	59.45	13.6%
Corporate Comms	31	28.36	2.64	8.5%
CJ & Custody	233.06	200.81	32.25	13.8%
DCC Portfolio	38	27.58	10.42	27.4%
Prevent, Specials & Volunteers	21	20.39	0.61	2.9%
Corporate Development	106.36	92.21	14.15	13.3%
Finance	112.9	91.92	20.98	18.6%
DDaT	104	103.17	0.83	0.8%
PSD	25	25.6	-0.6	-2.4%
ACPO	6	9.06	-3.06	-51.0%
Office of the PCC	0	20.27	-20.27	-

**PCSOs - as at 31.03.23**

	Establishment	Strength	Vacancies	Vacancy Rate
PCSO Epsom and Ewell	8	4.12	3.88	48.5%
PCSO Mole Valley	4	6.24	-2.24	-56.0%
PCSO Reigate and Banstead	14.71	11.9	2.81	19.1%
PCSO Tandridge	5	8.39	-3.39	-67.8%
PCSO Spelthorne	10	3	7	70.0%
PCSO Elmbridge	9	2.61	6.39	71.0%
PCSO Runnymede	8	8.39	-0.39	-4.9%
PCSO Guildford	14	8.89	5.11	36.5%
PCSO Surrey Heath	8	5.94	2.06	25.8%
PCSO Woking	7.71	4.96	2.75	35.7%
PCSO Waverley	8	4.83	3.17	39.6%
<b>Total</b>	<b>96.42</b>	<b>69.27</b>	<b>27.15</b>	<b>28.2%</b>

**Officers - as at 31.03.23**

	31/03/2023
Establishment	2216.66
Strength	2278.37
Vacancies	-61.71
Vacancy Rate	-2.8%
Probationers without IP	249
All Probationers	570
Probationers (2 year probation)	225
Probationers (3 year probation)	345

**Question:**

*Surrey Police were said to have the lowest charge rates for rape. Using your figures, can we discuss the reasons for this, and 'What is the Commissioner doing to improve the outcome rate for rape cases in Surrey and their alleged victims?'*

**Response:**

It's important to recognise that the reported rape figures include both intimate and non-intimate crimes – that is, when the offence of rape is committed by someone known to the victim, or by a stranger. The former is far more common and will often be disclosed as part of a wider investigation, such as in cases of domestic abuse.

During the investigation of abuse against an adult or a child, the police will always seek to ascertain if an individual has ever been forced to engage in sexual activity against their wishes. If disclosed, this can lead to an additional recording of rape.

Rape is an extremely traumatic crime and understandably an individual can find it extraordinarily difficult to talk about their experience. For many, the thought of pursuing a charge and giving evidence in court can be a daunting prospect, and this can result in victims not feeling able or ready to support progression of the case. Sadly, the evidential difficulties this creates greatly reduce the likelihood of a charging decision and this is reflected in national data.

However, both Surrey Police and the OPCC have a clear duty to provide victims of these horrific crimes with the best support possible, to help them cope and recover from their experience whilst creating an environment in which they feel empowered to seek justice.

The data referenced in the question relates to 2021/22, and 2022/23 has seen an improvement in the number of charging decisions made, as per the table below.

Year	Rape Charge Rate
2021/22	4.9%
2022/23	5.2%

The 'lowest charge rates' previously reported in the media relate to a small selection of data provided to the Home Office in support of the Criminal Justice Scorecards.

A like-for-like comparison is provided above based on the full data for the respective periods, but more recently published data from iQuanta provides a wider, more detailed view. This shows that Surrey has the lowest number of reports for both rape and serious sexual offences across England and Wales (0.69 and 1.69 per 100,000 population respectively). The current national ranking for solved outcomes is 22<sup>nd</sup> for rape offences and 23<sup>rd</sup> for serious sexual offences (5.56% and 7.27%).

These improvements are part of significant and ongoing work taking place within the Sexual Offences Investigation Team (SOIT). This takes evidence-based good practice to improve working practices, victim care, timeliness of investigations and solved outcome rates. Actions taken include:

- Investing in more dedicated investigators, with specialist training and supervision within our SOIT.
- Embedding good practice from the national programme known as Op Soteria within SOIT.

- Incorporating feedback from the child and adult survivors voice feedback group into our working practises.
- Sharing information and intelligence held across agencies through RASSO (Rape and Serious Sexual Offences) to identify offending patterns, repeat offenders, and locations of risk and initiate suitable preventative measures and targeted interventions.
- Supporting victims throughout the investigation and criminal justice processes through dedicated specialist SOLOs (Sexual offence liaison officers).
- Specific training to improve the initial response to sexual offences for first responders. This has been delivered to response teams and is currently underway with staff and officers from Contact.
- Closer working with the Crown Prosecution Service to seek early advice on investigations to improve the quality of cases presented for charging decision.

None of these charges would have been possible without the bravery and determination of the victims and survivors.

More generally, Surrey Police continues to progress its Violence Against Women and Girls Strategy, helping to harmonise and develop a consistent approach across multiple areas including domestic abuse, sexual offences, peer-on-peer abuse in schools and Harmful Traditional Practices. The full document can be downloaded here:

<https://www.surrey.police.uk/police-forces/surrey-police/areas/au/about-us/priorities-and-direction/>

In terms of my office, we continue to commission dedicated services for adult and child victims of rape and sexual assault, including a helpline, counselling and Independent Sexual Violence Advisors (ISVAs). ISVAs can often be key to helping victims understand their legal options whilst empowering them to make informed choices. In cases where individuals progress with a case, ISVAs will also attend court with them to provide ongoing support. During 2022/23 my office has invested over £700,000 into support for victims of rape and sexual assault.

## SURREY POLICE AND CRIME PANEL

### POLICE AND CRIME COMMISSIONER FOR SURREY ANNUAL REPORT

29 JUNE 2023

#### SUMMARY

The Police Reform and Social Responsibility Act (2011) places a duty on Police and Crime Commissioners to produce an Annual Report. The report should cover the exercise of the PCC's functions in the financial year and the progress made in meeting the Police and Crime Plan. The report should be presented to the Police and Crime Panel for comment and recommendations, and then a formatted version produced and published.

The attached Annual Report covers the period April 2022 to March 2023 and is submitted to the Police and Crime Panel for comment.

#### RECOMMENDATIONS

Members of the Police and Crime Panel are asked to comment on the attached annual report prior to its formal publication.

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# Annual Report

2022-23

## (DRAFT CONTENT FOR POLICE & CRIME PANEL CONSIDERATION)

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## 1. Introduction

Welcome to the Annual Report for 2021/22, my second full year in office as your Police and Crime Commissioner. It has been an incredibly exciting 12 months for policing in Surrey with several key achievements which I believe will put the Force in a strong position for years to come.

### More police officers than ever before

I was overjoyed that we were able to announce that Surrey Police managed to exceed its target for extra police officers under the Government's three-year uplift programme to recruit 20,000 officers across the country.

This means that since 2019 an extra 395 officers have been added to its ranks - 136 more than the target the government had set for Surrey. This makes Surrey Police the biggest it's ever been which is fantastic news for residents!

I was very fortunate to attend an attestation ceremony at Mount Browne HQ with the final 91 new recruits joining as part of operation uplift and to wish them the best of luck before they commenced their training courses.

Surrey Police has done an amazing job recruiting the extra numbers in a tough job market and I want to take this opportunity to thank everyone who has worked so hard over the last three years to achieve this target.

That hard work does not stop here of course. As well as training and supporting these new recruits so we can get them out in our communities as soon as possible, Surrey Police face a big challenge over the next year in maintaining those extra numbers. The retention of officers and staff is one of the biggest issues policing is dealing with across the country and with Surrey being one of the most expensive places to live we are certainly not immune.

I am committed to offering whatever support my office can give in not only welcoming these new officers into the Force but also keeping them in our communities taking the fight to criminals for years to come.

### Recruitment of a new Chief Constable

One of the key roles I have as Commissioner is hiring the Chief Constable and in January this year I was delighted to appoint Tim De Meyer to the top job in Surrey Police.

Tim was selected as my preferred candidate for the post following a thorough selection process to replace his predecessor Gavin Stephens who was elected as the next head of the National Police Chiefs Council (NPCC).

Tim was the outstanding candidate in a strong field during the interview process and his appointment was approved by the county's Police and Crime Panel later that same month.

Tim brings with him a wealth of experience having begun his police career with the Metropolitan Police Service in 1997 before joining Thames Valley Police in 2008 where he



rose to the rank of Assistant Chief Constable. He is already settling into the role and I have no doubt will be an inspirational and committed leader who will guide the Force into an exciting new chapter.

## More money for vital projects in Surrey

People often focus on the 'crime' side of being a Police and Crime Commissioner, but it is really important that we do not forget the amazing work my office does on the 'commissioning' side.

Since I took office in 2021, my team has helped fund vital projects that support vulnerable victims of sexual and domestic abuse, reduce violence against women and girls and prevent crime in communities across Surrey.

Our dedicated funding streams aim to increase community safety, reduce re-offending, support young people and help victims to cope and recover from their experiences.

Over the last two years my team has successfully bid for millions of pounds of extra funding from government pots to support services and charities around the county.

In total, just under £9m has been secured which has helped support many vital projects and services across the county that provide a real lifeline for some of our most vulnerable residents.

They really do make a huge difference to a wide range of people whether that be tackling anti-social behaviour in one of our communities or supporting a victim of domestic abuse in refuge who has nowhere else to turn. I am really proud of the hard work and dedication that my team puts into this – much of which happens behind the scenes.

## Improved Transparency

At a time when trust and confidence in policing has been understandably damaged by high-profile and often horrific revelations in the media, it is more important than ever that we demonstrate complete transparency to residents and a willingness to have difficult conversations.

During 2021/22 my team developed a new, first of its kind, Data Hub - to provide the public with convenient access to up-to-date local policing data in a format that can be easily understood.

The platform features more information than was previously made available from my public performance meetings with the Chief Constable, with regular updates that make it easier to understand progress and trends.

The Hub can be found on our new website that launched in October and includes information on emergency and non-emergency response times and data for specific crime types including burglary, domestic abuse and road offences. It also provides more information on Surrey Police's budget and staffing, as well as information about the work of my office.

The Data Hub can be accessed at the following web address: <https://data.surrey-pcc.gov.uk>.

I would like to thank everyone who has been in contact over the last year and I am keen to hear from as many people as possible about their views on policing in Surrey so do please keep getting in touch. I launched a monthly newsletter for residents this year which provides key monthly updates on what my office has been doing. If you want to join the growing number of people that are signing up to it - please visit: [Newsletter | OPCC for Surrey \(surrey-pcc.gov.uk\)](https://www.surrey-pcc.gov.uk/newsletter)

My continued thanks go to all those who work for Surrey Police for their efforts and achievements in keeping our communities safe during 2022/23. I would also like to thank all the volunteers, charities, and organisations we have worked with and my staff in the Office of the Police and Crime Commissioner for their help over the last year.

DRAFT

## 2. Year-in-Brief

<p><b>April</b></p> <p>Commissioner Lisa Townsend extends vital funding for young people affected by sexual violence by three years</p> <p>The Commissioner condemns the actions of protesters after fuel stations on both sides of the M25 in Surrey are damaged by members of Just Stop Oil</p>	<p><b>May</b></p> <p>Extra security measures along the canal in Woking are finalised after the Commissioner's office secured £175,000 from the Home Office to improve safety</p> <p>The Office's new brand is launched after a total redesign is led by a student from Camberley</p>	<p><b>June</b></p> <p>Deputy Commissioner Ellie Vesey-Thomson announces dedicated funding to support and protect young people as half of the Commissioner's Community Safety Fund is ringfenced for 2022-25</p> <p>The Commissioner praises 'outstanding' crime prevention but says there is room for improvement elsewhere following annual inspection of Surrey Police</p>
<p><b>July</b></p> <p>First Community Safety Assembly in Surrey is held as the Commissioner rallies over 30 organisations to improve the response to issues including mental health and anti-social behaviour</p> <p>Commissioner's team secures £700,000 in Safer Streets funding for additional community safety projects in Epsom, Sunbury-on-Thames and Addlestone</p>	<p><b>August</b></p> <p>The Commissioner welcomes tougher sanctions for police officers who face misconduct proceedings, including those who commit violence against women or girls</p> <p>Commissioner Lisa Townsend says Surrey Police were on the scene quickly as 20 more people are arrested during new Just Stop Oil protests on the M25</p>	<p><b>September</b></p> <p>Commissioner Lisa Townsend praises hundreds of officers involved in the Surrey Police and Sussex Police operation to ensure the funeral of Her Late Majesty Queen Elizabeth II is commemorated safely</p> <p>The Commissioner's team secures £1 million to boost education and support for young people affected by violence against women and girls through Surrey schools</p>
<p><b>October</b></p> <p>Surrey residents are invited to share views on 101 performance as project is launched with Surrey Police to improve the service they receive</p> <p>Commissioner Lisa Townsend says mental health takes officers off the frontline, as she calls to improve health and social care services on World Mental Health Day</p>	<p><b>November</b></p> <p>Commissioner Lisa Townsend begins her search for a new Chief Constable of Surrey Police after Gavin Stephens QPM announces move to the National Police Chiefs' Council</p> <p>Deputy Commissioner welcomes applications from young people as first Surrey Youth Commission on policing and crime is announced</p>	<p><b>December</b></p> <p>Commissioner Lisa Townsend joins the first volunteers as a new Animal Welfare Scheme is launched at the Surrey Police and Sussex Police Dog Training School in Guildford</p> <p>The Commissioner welcomes 390 participants to a series of webinars by the Surrey against Domestic Abuse Partnership to help raise awareness of the role of domestic abuse in homicide</p>
<p><b>January</b></p> <p>More than 3,000 people have their say in the Commissioner's annual council tax survey, that informs her proposed budget for Surrey Police for the year ahead</p> <p>Commissioner meets with new Surrey Police Vanguard team created to tackle the 'fatal five' offences on Surrey's roads</p>	<p><b>February</b></p> <p>The launch of a dedicated online Data Hub means residents can see detailed performance information that the Commissioner uses to scrutinise the Force</p> <p>Frontline policing is protected in Surrey after the Commissioner's proposal for the amount that residents will pay towards the Surrey Police budget is agreed by the county's Police and Crime Panel</p>	<p><b>March</b></p> <p>A partnership survey on anti-social behaviour led by the Commissioner's Office receives over 1000 responses and 300 sign-ups to victim focus groups in 2023</p> <p>Commissioner praises Surrey Police recruitment drive as Force welcome over 300 new officers since 2019, making it the biggest it has ever been</p>

### 3. Progress Against the Police & Crime Plan

#### Priority 1: Reducing violence against Women and Girls

As Police and Crime Commissioner for Surrey, I have made a firm commitment to combat all forms of violence against women and girls. To achieve this, my office has been collaborating closely with Surrey Police, partner agencies and local charities to bring attention to the inappropriate behaviour of some men, to hold perpetrators accountable for their actions, and to ensure that victims of these heinous crimes receive the best possible assistance and support.

#### Key achievements during 2022/23:

- Award Winning Interventions:** Our unwavering focus on tackling Violence Against Women and Girls received national recognition in October 2022 when Surrey Police won the annual Tilley Award, set up by the Home Office in 1999 to celebrate problem-oriented projects that have achieved success in resolving issues faced by the police, partners and the community. The award was in recognition of work undertaken to ensure the safety of women and girls using the Basingstoke Canal in Woking, following several indecent exposures and suspicious incidents since 2019. Funding for this project was made available by my office after a successful bid to the Home Office's Safer Streets Fund.
- Targeting Perpetrators:** In March my team secured £2 million in government funding to launch a ground-breaking initiative to tackle domestic abuse and stalking in the county. This innovative project involves the creation of a county-wide Domestic Abuse Perpetrator Hub, staffed by expert intervention navigators who will work together to reduce the risks faced by survivors of abuse. By targeting perpetrators early, the Hub aims to address the root causes of their behaviour and provide support to survivors and their families. Additionally, the Hub will prioritise the needs of children and young people who are already showing signs of violent or abusive behaviour in their relationships, helping to break the cycle.
- Strengthening Local Partnerships:** In December I welcomed 390 participants to a sobering webinar on domestic abuse, homicide and victim support. The webinar included talks from experts including Professor Jane Monckton-Smith of the University of Gloucestershire, who spoke about the ways in which all agencies can recognise the links between domestic abuse, suicide and homicide, in order to improve the support provided to survivors of abuse and their families before harm escalates. Participants also heard from Dr Emma Katz of Liverpool Hope University, whose ground-breaking work highlights the impact of perpetrators' coercive and controlling behaviour on mothers and children. The seminar is part of a series of events I am running, focused on strengthening Domestic Homicide Reviews (DHR) that are carried out to identify learning to prevent new homicides or suicides in Surrey. It complements the embedding of a new process for reviews in Surrey, with the aim that every organisation understands the role they play.
- Teacher Training:** Schools in Surrey have been invited to apply for a new teacher training programme which has been fully funded by my office. The programme commenced in March and aims to build self-confidence in children to enable them to live safe and fulfilled lives and to better recognise inappropriate behaviour. It comes

after my team secured almost £1million from the Home Office’s What Works Fund. Teachers will join key partners from Surrey Police and domestic abuse services for three days of training, which will explore how best to embed these concepts within the PSHE curriculum.

- **Embedding understanding of Violence Against Women & Girls:** Legally Qualified Chairs (LQCs) are independent individuals who oversee police misconduct hearings. The management of LQCs is one of the roles of my office and we have begun looking at how we embed specific training around Violence Against Women and Girls into both the recruitment and CPD process.

**For further data concerning Surrey Police progress against this priority, please visit:**

[https://data.surrey-pcc.gov.uk/priority\\_one.php?nav=plan&data=pcc&plan=1&sub=1](https://data.surrey-pcc.gov.uk/priority_one.php?nav=plan&data=pcc&plan=1&sub=1)



## Priority 2: Protecting people from harm in Surrey

Crime and fear of crime can have a long-lasting detrimental impact on a person’s health and wellbeing. I am therefore committed to doing everything possible to protect children and adults from harm, placing a firm focus on understanding the experiences of victims and practitioners, listening to their voices and ensuring that feedback is acted upon.

### Key achievements during 2022/23:

- **Keeping Children Safe:** This year saw the launch of the Safer Communities Programme in Surrey schools. Developed in partnership with Surrey County Council, Surrey Police and Surrey Fire and Rescue Service, the programme provides community safety education to year six pupils, aged between 10 and 11 years old. The programme includes new materials for teachers to use as part of their Personal, Social, Health and Economic (PSHE) classes, which students receive to help them stay healthy and prepare for later life. The digital teaching resources will enhance the education that young people receive on themes including keeping themselves and others safe, protecting their physical and mental health, and being a good community member. The programme is being rolled out across all Surrey boroughs and districts in 2023.
- **More Police Officers:** Despite a challenging recruitment market, we were able to meet the Government’s Officer Uplift target. Further work is required to ensure numbers are maintained during the year ahead, but Surrey Police has made good progress, and this is helping to ensure a visible police presence on our streets. Equally, the Police and Crime Panel’s agreement of my proposed precept for 2023/24 will mean Surrey Police can continue to protect frontline services, enabling policing teams to tackle those issues important to the public.
- **A Renewed Focus on Mental Health Demand:** This year we have been collaborating with colleagues at Surrey Police to appropriately manage policing demand related to mental health concerns, with the aim of supporting individuals in crisis and diverting them into appropriate services while only resorting to emergency

powers when necessary. We are working towards a national partnership agreement that incorporates the “Right Care, Right Person” model, which prioritises a health-led response to mental health incidents. I am in active discussions with the Deputy Chief Constable and Surrey & Surrey and Borders Partnership NHS Foundation Trust to improve the situation and ensure that individuals in crisis receive the right care and support they need.

- **Reducing Violence:** The UK government has committed to a programme of work to prevent and reduce serious violence, taking a multi-agency approach to understand its causes and consequences, focusing on prevention and early intervention. The Serious Violence Duty requires specified authorities to collaborate and plan to prevent and reduce serious violence, and Police and Crime Commissioners are encouraged to take a lead convener role for local partnership arrangements. During 2022/23 my office has been laying the foundations for this work and will prioritise this in the year ahead.
- **Improved Oversight of Professional Standards:** Surrey has not been immune to the reputational damage caused to policing by recent, high-profile incidents in other forces. Recognising public concern, I have increased my office’s oversight of our professional standards functions, and we now hold regular meetings with the Head of Professional Standards and the Independent Office for Police Conduct (IOPC) to better monitor emerging complaint and misconduct data. My team also now have direct access to complaint management databases, allowing us to conduct regular dip checks on cases, with a specific focus on investigations that have exceeded 12 months.
- **Police Appeal Tribunals:** My team continue to manage Police Appeals Tribunals - appeals against the findings of gross (serious) misconduct brought by police officers or special constables. We have been working closely with our regional colleagues to standardise processes, ensure better coordination and improve our approach to the recruitment and training of our Legally Qualified Chairs – who oversee proceedings.

**For further data concerning Surrey Police progress against this priority, please visit:**

[https://data.surrey-pcc.gov.uk/priority\\_two.php?nav=plan&data=pcc&plan=2&sub=1](https://data.surrey-pcc.gov.uk/priority_two.php?nav=plan&data=pcc&plan=2&sub=1)



### Priority 3: Working with Surrey communities so that they feel safe

My commitment is to make certain that every resident feels secure within their local community. To achieve this goal, I believe in collaborating and taking early measures to address the common factors that result in individuals coming into contact with the police and the criminal justice system. This approach will aid in decreasing crime rates, anti-social behaviour and will have a positive impact on victim outcomes.

## Key achievements during 2022/23:

- Shining a Light on Anti-Social Behaviour:** In March I launched a county-wide survey in Surrey to better understand the impact and experiences of anti-social behaviour (ASB) in the area. The survey was an essential component of our Anti-Social Behaviour Plan, which prioritises the views of residents and uses their feedback to improve services. The initial data is being used to support resident focus groups and to identify areas of focus for policing.
- Ensuring a Unified Response to Community Safety:** In May we ran the county's first-ever Community Safety Assembly, bringing together a wide range of partner organisations from across Surrey. The event marked the launch of a new Community Safety Agreement, a shared vision of how all local agencies will work together to improve community safety, by enhancing the support for individuals affected by crime or at risk of harm, reducing inequalities and strengthening collaboration between different services.
- Meaningful Engagement with Young People:** My team has worked with the organisation 'Leader's Unlocked' to establish a Youth Commission on Policing and Crime in Surrey. The Commission is made up of young people aged between 14-25yrs old, who will help my office and Surrey Police to include the priorities of children and young people in policing Surrey. It will be overseen by my Deputy Commissioner Ellie Vesey-Thompson, as part of her focus on enhancing the opportunities and support for young people in Surrey. In the last year, we have ringfenced almost half of my Community Safety Fund for this purpose and Ellie has continued to regular visit and take part in a range of activities with young people across the county.
- Making Funding Available to Communities:** My Community Safety Fund supports services which improve safety in Surrey's neighbourhoods. With it we promote joint working and effective partnerships across the county. During 2022/23 we have made available almost £400,000 from this funding stream, supporting numerous community safety initiatives.

For further data concerning Surrey Police progress against this priority, please visit:

[https://data.surrey-pcc.gov.uk/priority\\_three.php?nav=plan&data=pcc&plan=3&sub=1](https://data.surrey-pcc.gov.uk/priority_three.php?nav=plan&data=pcc&plan=3&sub=1)



## Priority 4: Strengthening 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.

### Key achievements during 2022/23:

- Finding Solutions with the Public:** In October I launched a public survey to gather resident opinions on Surrey Police's response to non-emergency calls to the 101 service. Although Surrey Police has historically been one of the best forces at answering calls quickly, staff shortages in the police Contact Centre meant that performance had started to dip. Conducting the survey was a step towards enhancing performance and ensuring that the views of residents were incorporated into work being taken forward by Surrey Police.
- Public Surgeries:** As part of my commitment to enhance the voice of local people in policing I have established a regular schedule of public surgeries. Held on the first Friday of every month, these one-to-one meetings provide a valuable opportunity for me to hear feedback from residents.
- Stakeholder Engagement:** I have continued to engage with various local organisations, community groups, and support services during 2022/23. This has enabled us to gain a deeper understanding of the concerns and opinions of local communities, as well as the resources accessible to victims of crime in Surrey. Additionally, my deputy has continued to undertake attachments with front-line police teams to obtain insights from officers and staff, as well as to ensure that we have a comprehensive understanding of the daily practicalities and obstacles they confront.
- Community Meetings:** More broadly, I have been visiting communities around the Surrey to discuss the policing issues that matter most to residents. For more information, please see the dedicated Engagement section in this report, which sets out the meetings I and my Deputy have attended throughout the year.
- Open Data:** I believe that residents should have access to key performance data concerning both my office and Surrey Police. As outlined, we have therefore developed an online Performance Hub to provide the public and stakeholders with convenient access to data in a format that can be easily understood, helping to improve transparency and confidence in local policing.

For further data concerning Surrey Police progress against this priority, please visit:

[https://data.surrey-pcc.gov.uk/priority\\_four.php?nav=plan&data=pcc&plan=4&sub=1](https://data.surrey-pcc.gov.uk/priority_four.php?nav=plan&data=pcc&plan=4&sub=1)



### Priority 5: 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. Road safety is understandably a significant concern for Surrey residents, and a key focus of the Police and Crime Plan.



### Key achievements during 2022/23:

- **National Role:** In early 2023 I was appointed as the national lead for roads policing and transport by the Association of Police and Crime Commissioners, encompassing rail and maritime travel, and road safety. I am committed to pursuing greater penalties for those who endanger lives while operating vehicles, bicycles or e-scooters, and will be focussing on improving the safety of transport across the country.
- **New Team:** I have been very pleased with Surrey's new Vanguard Road Safety Team, a newly formed unit dedicated to lowering the number of serious and fatal collisions on Surrey's roads. This team comprises two sergeants and ten PCs who utilise a combination of visible policing and unmarked vehicles to target motorists committing the 'Fatal 5' offences, which include driving under the influence of drink or drugs, distracted driving, such as using a mobile phone, careless driving, inappropriate speed, and not wearing a seatbelt. Ultimately, the emphasis is to change drivers' behaviours and reduce the number of road accidents.
- **Safe Drive Stay Alive:** In November I pledged over £100,000 in funding for the Safe Drive Stay Alive initiative, to support delivery until 2025. The initiative, aimed at safeguarding young drivers in the county, recently held its first live performance in three years at Dorking Halls. Since its inception in 2005, the performance has reached over 190,000 teenagers aged 16 to 19, emphasising the perils of drink and drug-driving, speeding, and distracted driving. The program features testimonies from frontline personnel of Surrey Police, Surrey Fire and Rescue Service, and the South Central Ambulance Service, as well as individuals who have lost loved ones or been involved in fatal road accidents. By focusing on newer drivers who face a higher risk of accidents, Safe Drive Stay Alive aims to reduce collisions among young motorists in Surrey.
- **Combatting Drink and Drug Driving:** A total of 145 arrests were made in Surrey in just four weeks as part of Surrey Police's annual drink and drug drive campaign, with my Deputy undertaking an attachment with the Roads Policing team to see the work in action. Out of these, 136 arrests were made on suspicion of drink and drug driving, with the remaining 9 being for other offences such as drug possession, theft and failure to stop at the scene of a road traffic collision.

For further data concerning Surrey Police progress against this priority, please visit:

[https://data.surrey-pcc.gov.uk/priority\\_five.php?nav=plan&data=pcc&plan=5&sub=1](https://data.surrey-pcc.gov.uk/priority_five.php?nav=plan&data=pcc&plan=5&sub=1)



## 4. Commissioning of Local Services

One of the key roles of Police & Crime commissioners is commissioning projects, services, and activities geared towards promoting community safety, mitigating offending behaviour, and providing support for victims of crime, to help them manage and recover from their experiences.

During 2022/23, my office allocated almost £5.4 million in funding to fulfil these duties. A considerable portion of this budget was channelled to small-scale community charities and organisations, enabling us to offer support that aligns with the requirements of Surrey's residents and fosters local resilience.

Whilst Surrey receives a fixed annual settlement from government to fund this local provision, staff in my office pursued additional funding throughout the year to extend our services, securing £2.4 million in the process.

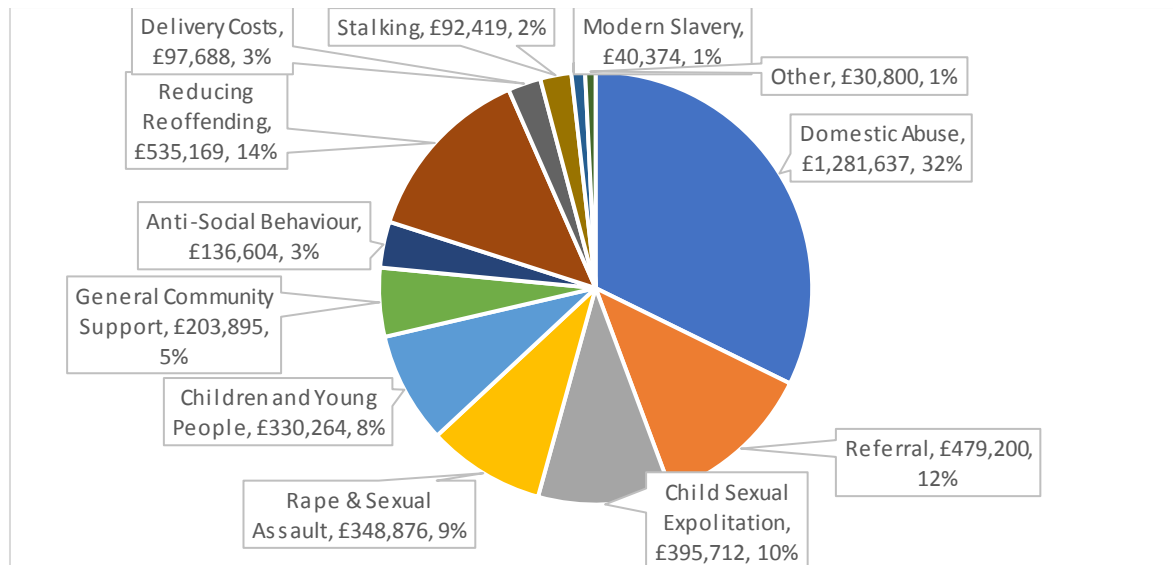
This additional funding has allowed us to enhance the safety of women and girls through the provision of community safety initiatives, establish a local programme to address stalking and perpetrators of domestic abuse, and considerably increase the number of local Independent Sexual Violence Advisors and Independent Domestic Violence Advisors, thereby providing better assistance to the survivors of these horrific crimes.

A few key services funded by my office during 2022/23 include:

- **Universal support for all victims of crime:** The Victim and Witness Care Unit, located at Guildford Police Station, offers support to victims of crime in their recovery process by developing personalized care plans. Upon reporting a crime, all victims in Surrey are referred to the Unit, and further communication is based on individual needs and vulnerability.
- **Supporting victims of domestic abuse:** Surrey Domestic Abuse Services provides confidential and independent support, free of cost, to anyone affected by domestic abuse. Their staff not only offer immediate practical and emotional assistance, but also provide guidance on housing, safety planning, benefits, and the well-being of children impacted by domestic abuse. Additionally, they aid in accessing safe refuge accommodation.
- **Supporting Children and Young People:** A good proportion of our funding supports projects which help children and young people to lead safe and fulfilling lives and protect them from harm. These include the 'Active Surrey Friday Night Projects', which offer drop-in sessions for young people aged 11-18 who have had limited opportunity to take part in sport and physical activity before, as well as the 'Step OUT to Step IN project', which is a sports-based initiative for young people at risk of offending or engaged in anti-social behaviour.
- **Reducing re-offending:** We regularly award funding to reduce the risk of future offending behaviour. One such service to benefit is the 'Amber Foundation', which provides accommodation and support to transform the lives of young people aged 17-30. Their residential training programme works with marginalised young people to get their lives back on track and move on to sustainable and independent futures that are free from crime.

When it comes to the use of public money, the PCC wants the public to have confidence funding is allocated fairly, transparently and services provide good value for money. To support this, we continue to make available live funding data on our website, allowing the public to understand our key areas of investment and the organisations in receipt of funding. Longer term funding trends can also be found on our Data Hub.

The chart below provides a summary of commissioning by area of expenditure:



*\*This chart currently only includes core commissioning budgets. We will review how best to present the data and likely update for final publication of the annual report.*

The table below provides a summary of our various funding streams during 2022/23:

Additional funding secured through competitive bids to Government	
Home Office Safer Streets Fund	£610,570
Home Office Preventing Violence Against Women and Girls and Supporting Children – What Works Fund	£237,508 (a total of £1m was secured for 3 years and this reflects the first-year allocation)
Perpetrator Interventions Fund	£502,600
Uplift funding for domestic abuse and sexual violence services, including Independent Advisors	£1,053,972
Grant allocation from Central Government	
Ministry of Justice Victims Fund 22/23	£1,509,979.15
Police and Crime Commissioner Funds	
Reducing Re-offending Fund	£270,000
Community Safety Fund	£383,000
Children and Young People Fund	£275,000
Commissioner's budget	£530,000

## 5. Surrey Police Overview

*[INFOGRAPHIC DETAILING A TYPICAL DAY FOR SURREY POLICE TO BE INCLUDED IN FINAL PUBLISHED DOCUMENT. TO INCLUDE DAILY CRIME VOLUMES, CALLS ANSWERED ETC]*

### Surrey Police Inspections

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses the effectiveness and efficiency of police forces and fire & rescue services.

As Police & Crime Commissioner, I provide a response to all HMICFRS inspections relating to Surrey Police, and these can be viewed on our Data Hub, along with the original report and any recommendations.

**To view all recent HMICFRS inspection reports and my accompanying response please use the following link:**

<https://data.surrey-pcc.gov.uk/inspections.php?nav=inspections&data=police>



## 6. Engagement

When I was elected in May 2021, I promised to keep the views of residents at the heart of my plans for policing in Surrey.

Over the last year, I've been out and about in our communities to hear your views and concerns in local meetings and through my regular surgery sessions available to residents. My Deputy Commissioner and I have engaged with a wide variety of partners, the public and members of Surrey Police on the beat and during special operations, at events and training days, at clubs, in prison, on farms and in a variety of other places too.

During the winter, I consulted with you again on the amount that you would be prepared to pay from your council tax to maintain improvements to the service that Surrey Police provide – receiving over 3,000 responses and 1,600 comments that will continue to shape the service you receive. Earlier in the year, my office also supported the consultation by Surrey Police on 101 performance.

My team have continued to update people with my latest news, attracting many new followers on social media and introducing a brand-new newsletter that includes more information on what my office has been up to each month.

I've been regularly featured by local and national media, speaking on the key issues that affect our communities such as trust in policing, Violence Against Women and Girls and the policing of protests that have used illegal means to disrupt everyday life.

My team has also worked hard to make the information about my role and the work of the office easier to find and understand, with a complete redesign of the website. Created to be much more accessible, the website can now be translated into over 200 languages and adjusted for a variety of needs.

<b>1,918</b> Emails and phone calls received, with 92.47% of issues respond to within 1 working day.	<b>34</b> Freedom of Information requests responded to	<b>7</b> Public Surgeries held
<b>137</b> Formal Complaint Reviews Conducted	<b>30k</b> Visits to the PCC website	<b>813</b> Unique users of the new PCC Data Hub (since Dec 2022)
<b>150</b> Media appearances	<b>24</b> Resident meetings attended by the PCC or DPCC	<b>4,712</b> Responses to PCC surveys, including the Council Tax consultation.
<b>7</b> Formal responses to HMCFRS inspections	<b>800</b> New followers on social media	<b>20</b> PCC & DPCC attachments with front-line Police teams

## 7. Volunteering

Our vibrant volunteering programme includes members of Surrey's communities from diverse backgrounds who collectively offer their valuable knowledge, skills, and experience to the Force and OPCC.

Young people can join the policing family from as young as 13 as a volunteer police cadet, from the age of 16 as a police support volunteer and the age of 18 as a special constable (or volunteer police officer). With no upper age limit for volunteering, many of the Force's volunteers have a long service history and their commitment and contribution are hugely valued.

### ICV Scheme

Our Independent Custody Visitors (ICVs) have continued to provide an essential service in the county over the last year by giving up their time to check on the welfare and treatment of people held in custody.

Currently 38 Surrey residents are involved in the ICV scheme, and during 2022/23 they volunteered over 404 hours of their time visiting custody on 172 separate occasions. During these random visits, the ICVs directly checked on the welfare of 725 detainees, ensuring their rights and entitlements (as laid out in law) were being met and the conditions in which they were held satisfactory.

During 2022/23, over 92% of all visits witnessed either very minor or no issues requiring further action. Minor issues can include finding an out-of-date food item in a cupboard or slight disorganisation of a store cupboard.

The more serious 8% of issues raised by ICV volunteers related to challenges custody suites have faced due to staffing shortages, and these have subsequently been thoroughly followed up by the with Surrey Police to put in place improved custody management processes.

The management and oversight of the scheme is a statutory responsibility of my office, and our ICVs are entirely independent from the police and come from a variety of backgrounds and sections of the community.

Throughout the year we welcome applications from anyone interested in volunteering for this scheme who is over the age of 18 and lives, studies or works in Surrey. For more information please visit: <https://www.surrey-pcc.gov.uk/performance/independent-custody-visiting/>

### Special Constables (Volunteer Police Officers)

The Special Constabulary has continued to provide crucial support to policing teams across Surrey over the last year. Surrey's special constables collectively volunteered over 42,000 hours in 2022/3. Most special constables are integrated within Neighbourhood Policing Teams and Safer Neighbourhood Teams, providing valuable support to help ensure their communities are safe and feel safe. In addition to these core roles, special constables also volunteer in specialist areas such as roads policing, drone piloting, public order and professional standards.

## Police Support Volunteers

Police support volunteers can be found within policing teams across the county and the Force continues to develop new opportunities. During the last year, Surrey Police has welcomed new volunteers into roles including vehicle maintenance, safer neighbourhoods, fraud prevention, chaplaincy and the newly formed ethics committee. The Community Events Team of volunteers continues to provide a police presence at events across Surrey, providing positive engagement with communities.

## Volunteer Police Cadets

Surrey's Volunteer Police Cadet Scheme offers young people a safe environment in which they can learn new skills, develop positive relationships with the police and actively support their community. Young people from any background are welcomed into the scheme, including those who may have previously been in trouble with the police or may feel disconnected from their peers or community.

Cadets commit to a programme of learning and volunteering activity within their communities. Over the last year, cadets have supported charity, community and policing events across the county and have continued to support police-led test purchase operations by attempting to purchase age-restricted items such as knives and alcohol.

## Work Experience

Over the last year, the Force has offered short-term volunteering options such as work experience and placements which provide a unique insight into policing. Due to the popularity and success of these opportunities, they will be integrated into the Force's volunteering programme in the future.

## 8. Strategic Policing Requirement

7

### Statement

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threat to public safety and must be given due regard by Police & Crime Commissioners when issuing or varying Police and Crime Plans.

It supports PCCs as well as Chief Constables to plan, prepare and respond to these threats by clearly linking the local response to the national, highlighting the capabilities and partnerships that policing needs to ensure it can fulfil its national responsibilities.

A revised version of the SPR was published in February 2023 which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats.

The 2023 SPR sets out seven identified national threats. These are as follows:

- Violence against women and girls (VAWG)
- Terrorism
- Serious and organised crime
- National cyber incidents
- Child sexual abuse
- Public disorder
- Civil emergencies

These remain from the 2015 version with the addition in 2023 of VAWG, reflecting the threat it presents to public safety and confidence.

Given this annual report is for the year April 2022 to March 2023, I have not responded in detail to the revised SPR due to the timing of its publication. However, as Police and Crime Commissioner, I am confident I have given due regard to the six threat areas identified in the previous SPR in my Police and Crime Plan, and in my role holding my Chief Constable to account. VAWG, while not previously contained in the SPR, nonetheless is a key focus of my Police and Crime Plan and has seen significant focus during 2022/23.



## 9. Contact Us

If you have any comments on this Plan or would like to know more about the work of the Commissioner, please contact:

[surreypcc@surrey.police.uk](mailto:surreypcc@surrey.police.uk)  
01483 630200

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instagram.com/surreypcc  
instagram.com/deputypcc

To sign up to the In the Know community message system, visit in  
<https://theknow.community>

For police news, crime prevention advice, help for victims of crime and ways to contact Surrey Police please visit <https://surrey.police.uk>

**Always call 999 if you have a genuine emergency requiring the attendance of the police or if a crime is in progress. Call Surrey Police on 101 or use the online reporting system at <https://surreypolice.uk/contact-us> for non-emergency matters only.**

**If you are hard of hearing or speech impaired, you can textphone Surrey Police on 18001 101 (non-emergency) or 18000 (emergency) or text on 07967 987249 or 999 (register at [emergencysms.org.uk](http://emergencysms.org.uk))**

**To report crime anonymously - call CrimeStoppers on 0800 555 111**

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## SURREY POLICE AND CRIME PANEL

### 29 JUNE 2023

## PERFORMANCE AND ACCOUNTABILITY MEETINGS

### 1 SUMMARY

- 1.1 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.
- 1.2 Every other meeting is a private meeting to allow detailed scrutiny of resources and efficiency plans as well as sensitive performance issues. This is called a Resources and Efficiency Meeting.
- 1.3 The other meeting is webcast for the public and partners to view and is focussed on performance and areas of public interest – called Accountability and Performance Meetings.
- 1.4 The PCC chairs the meetings which are also attended by the Chief Executive and Chief Finance Officer 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.
- 1.5 This report provides an update on the meetings that have been held and what has been discussed to demonstrate that arrangements for good governance and scrutiny are in place.

### 2 DETAILS

- 2.1 Since the last report on performance meetings to the panel one meeting has taken place:
- 2.2 **16 May 2023 – Accountability and Performance Meeting**

- 2.3 At this public meeting the PCC and Chief Constable looked at the following topics:
- 2.4 **Delivery of the Police & Crime Plan:** To consider the Chief Constable's approach to delivering the Police & Crime Plan, and to assess current performance against each policing priority.
- 2.5 **Opportunities and Challenges facing Surrey Police:** An exploration of key opportunities and challenges for the year ahead, including but not limited to:
- a. Government Officer Uplift Programme and maintenance of numbers
  - b. Police conduct, vetting and maintaining public confidence
  - c. 999/101 performance and work taking place
- 2.6 Members of the public were also able to submit questions in relation to the above, or on wider issues.
- 2.7 Further details about the meeting, including the latest Surrey Police performance report and a link to the recording of the meeting can be found on our website: [https://www.surrey-pcc.gov.uk/meetings\\_and\\_agendas/performance-meeting-05-2023/](https://www.surrey-pcc.gov.uk/meetings_and_agendas/performance-meeting-05-2023/)

### 3. FUTURE MEETINGS:

- 3.1 The next Resources and Efficiency Meeting with the Chief Constable is due to take place on 3 July 2023. The following items are due to be considered:
- Standard Force Performance Update
  - Services Transformation Programme Update
  - Strategic Policing Requirement Position Statement
  - ASB Survey Data Consideration
  - SmartStorm Post-Deployment Review
  - Misconduct Transparency Arrangements
  - Uplift Maintenance
  - HMICFRS Inspection Updates

- 3.2 The next Accountability and Performance Meeting is due to take place in September, though the agenda is still to be finalised.

### 4. WIDER PUBLIC ENGAGEMENT

- 4.1 Whilst the above meeting-based approach provides a firm foundation for the PCC to scrutinise Force performance, the OPCC has been eager to explore additional forms of public scrutiny and has now formally launched a dedicated Data Hub, where members of the public, stakeholders and interested parties can explore key areas of Force performance.

4.2 The Hub can be accessed via <https://data.surrey-pcc.gov.uk> and is updated monthly with the latest force data. Additional data concerning OPCC activity – such as delivery of the ICV scheme, complaint oversight and commissioning – is also included, with both quantitative and qualitative data available.

4.3 Following feedback from some Panel members, the Hub has been updated to include some national comparisons, based on ONS data, to put the Surrey data in context.

## 5. RECOMMENDATIONS

The Police and Crime Panel note the update and work being undertaken to improve transparency.

**LEAD/ CONTACT OFFICER:**

Damian Markland

**TELEPHONE NUMBER:**

01483 630200

**E-MAIL:**

damian.markland@surrey.police.uk

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**SURREY POLICE AND CRIME PANEL****PCC Forward Plan and Key Decisions****29 June 2023****SUMMARY**

This report provides information on the key decisions taken by the PCC from April 2023 to present and sets out details of the Office's ongoing Forward Plan for 2023/2024.

**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 2023/2024**

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 [Commissioner's Decisions - Office of the Police & Crime Commissioner for Surrey \(surrey-pcc.gov.uk\)](https://www.surrey-pcc.gov.uk) 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 key decisions since the last Panel meeting in April 2023 (see Appendix B).

**RECOMMENDATIONS**

The Panel is asked to note the report.

**LEAD OFFICER:** Sarah Gordon, PA to the PCC

**TELEPHONE NUMBER:** 01483 630 200



## Appendix A - OPCC FORWARD PLAN

DATE	TITLE	KEY DECISION/ ACTION	LEAD OFFICER
April 2023	Serious Violence Duty	Appointment of Project Lead	LH
June 2023	Surrey Criminal Justice Board	Agenda and papers	SG
June 2023	Domestic Abuse Perpetrator Intervention Tender	Award of contract	LH
July 2023	Joint Audit Committee	Agenda and papers	SG
September 2023	Surrey Criminal Justice Board	Agenda and papers	SG
September 2023	Arrange 2024 round of statutory meetings	Diary	PA
September 2023	Legally Qualified Chairs	Formal appointment of new Legally Qualified Chairs to serve on misconduct hearings	SL
September 2023	Serious Violence Duty	Submission of delivery plan to Home Office	SH
October 2023	Publication of Annual Report	To publish and present to Panel	DM
October 2023	Annual assessment of Strategic Policing Requirement	New requirement as part of revised SPR (date TBC)	DM
October 2023	Joint Audit Committee	Agenda and papers	SG



<b>November 2023</b>	<b>Budget and precept planning</b>	<b>Meetings with Surrey Police Chief Officers</b>	<b>DM</b>
<b>December 2023</b>	<b>Surrey Criminal Justice Board</b>	<b>Agenda and papers</b>	<b>SG</b>
<b>January 2024</b>	<b>Serious Violence Duty</b>	<b>Publication of Local Strategy and Needs Assessment</b>	
<b>January 2024</b>	<b>Joint Audit Committee</b>	<b>Agenda and Papers</b>	<b>SG</b>
<b>2024 – TBC</b>	<b>Recruitment of JAC Members</b>	<b>End of Term of Office for JAC members in December 2024</b>	<b>AB/KM</b>
<b>2024 – TBC</b>	<b>Recruitment of Independent Members and Legally Qualified Chairs</b>	<b>To replace those IMs and LQCs reaching end of term</b>	<b>SL</b>
<b>March 2024</b>	<b>Related Party Disclosures and Annual review of notification of disclosable interests</b>	<b>Annual review</b>	<b>SG</b>
<b>April 2024</b>	<b>Surrey Criminal Justice Board</b>	<b>Agenda and Papers</b>	<b>SG</b>
<b>April 2024</b>	<b>Joint Audit Committee</b>	<b>Agenda and Papers</b>	<b>SG</b>

**Appendix B - OPCC Decision Log 2022/23**

Decision no.	Title	Date Submitted to PCC	Lead officer	Agreed by PCC	Date Agreed	Protective marking (OFFICIAL/OFFICIAL SENSITIVE)	Published on website?	Spend/Amount
70	MTFS publication	30/03/2023	Kelvin Menon	Yes	31/03/2023	Official	Yes	
1	Allowance Scheme 2023/2024	01/04/2023	Rachel Lupanko	Yes	01/04/2023	Official	Yes	NA
2	Pre-Planning Agreement for Mount Browne	11/04/2023	Alison Bolton	Yes	12/04/2023	Official	Yes	NA
3	Section 22A Collaboration Agreement – Forensic Collision Investigation Network (FCIN)	28/04/2023	Alison Bolton	Yes	28/04/2023	Official	Yes	NA
4	Section 22A Collaboration Agreement: Minerva	28/04/2023	Alison Bolton	Yes	28/04/2023	Official	Yes	NA
5	Reducing Reoffending Fund April 2023	26/04/2023	George Bell	Yes	07/05/2023	Official	Yes	£104,323.00
6	Approval of Treasury Management and Capital Strategies	12/05/2023	Kelvin Menon	Yes	12/05/2023	Official	Yes	NA
7	Community Safety Fund and Children & Young People's Fund May 2023	16/05/2023	Molly Slominski	Yes	25/05/2023	Official	Yes	£460,111.00
8	DAPP contract	22/05/2023	Lucy Thomas	Yes	01/06/2023	Sensitive	No	NA

**Total: £564,434.00**

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## SURREY POLICE AND CRIME PANEL

**SURREY POLICE AND CRIME PANEL ANNUAL REPORT  
2022-2023****29 JUNE 2023****SUMMARY**

In accordance with best practice for scrutiny and transparency as noted in Schedule 3 – In-Year Monitoring Information Requirements of the Home Office Grant Agreement, an annual report by Police and Crime Panels is an important Key Performance Indicator (KPI) to be monitored and reported on.

This report provides a summary of the activity of the Surrey Police and Crime Panel from June 2022 to May 2023 (up to the local elections).

**DETAIL****1. CHAIRMAN AND VICE-CHAIRMAN'S FOREWORD**

Looking back at the panel over the last year, there has been many changes. The Chief Constable moved on, and Tim De Meyer was appointed. Like all changes of leadership, it will take time to see any differences in our local Policing. He arrives at a difficult time, with rising inflation, all the highlighted problems in the Met and the national concerns of Trust.

There was also unfortunately a series of changes to our support staff, and I welcome Clare Madden to this role. The Panel's purpose is to be a critical friend to our PCC, and we need continuity, support, and advice to achieve this. Our panel has changed membership and I welcome the new members and thank all those that have left for their time and work over the past.

I look forward to a stable year where we can go forward together, to ensure that Surrey Police continues to serve our Community with an efficient and trustworthy reputation.



Councillor John Robini - **Chairman**

## 2. BACKGROUND

Police and Crime Commissioners (PCCs) were introduced through the Police Reform and Social Responsibility Act 2011, which significantly changed the arrangements for police governance and accountability in England and Wales. Police and Crime Panels (PCPs) were established through this legislation in order to provide scrutiny and support to PCCs.

The Panel is a Committee of the Council under sections 101 and 102 of the Local Government Act 1972. The county and each of the eleven borough and district authorities across Surrey shall appoint one member as its representative on the Panel, and two independent persons will also be co-opted to the Panel. All fourteen members of the Police & Crime Panel may vote in proceedings of the Panel.

The twelve local authorities making up the Surrey Police and Crime Panel and adopting these constitutional arrangements are:

Elmbridge Borough Council	Spelthorne Borough Council
Epsom & Ewell Borough Council	Surrey County Council ( <b>host authority</b> )
Guildford Borough Council	Runnymede Borough Council
Surrey Heath Borough Council	Tandridge District Council
Mole Valley District Council	Waverley Borough Council
Reigate & Banstead Borough Council	Woking Borough Council

Surrey County Council is the host authority responsible for the Panel's governance and administration. All Home Office funding for the Panel will be received and administered by the host authority.

In accordance with Surrey Police and Crime Panel's Constitution, the Panel will hold the elected Police and Crime Commissioner to account and will seek to work in a constructive manner with the post-holder with a view to supporting the effective exercise of his/her functions.

The Panel's Terms of Reference (ToR) is summarised below:

- 1.1 To review the draft police and crime plan, or draft variation, given to the Panel by the Police & Crime Commissioner (PCC) and make a report and recommendations to the PCC, who must have regard to them.
- 1.2 To review the PCC's annual report and ask questions, make reports and recommendations at a public meeting, which the PCC must attend.
- 1.3 To review or scrutinise decisions made, or other action taken, by the PCC in connection with the discharge of the PCC's functions.
- 1.4 To publish any reports or recommendations made to the PCC.
- 1.5 To require the PCC and members of their staff to attend the Police & Crime Panel to answer questions.
- 1.6 To hold a confirmation hearing to review, make a report and put forward a recommendation in respect of senior appointments made by the PCC. The Police Reform and Social Responsibility Act 2011 identifies senior appointments as the Commissioner's Chief Executive, the Commissioner's Chief Finance Officer and a Deputy Police and Crime Commissioner.
- 1.7 To hold a confirmation hearing to review and make a report on the proposed appointment of the Chief Constable, with the power to veto the appointment by a two-thirds majority.
- 1.8 To hold a scrutiny hearing to review and report on the PCC's proposals to remove a Chief Constable.
- 1.9 To review the PCC's level of precept, with the power to veto the precept by a two-thirds majority.
- 1.10 To suspend the PCC on their being charged in the United Kingdom, the Channel Islands or the Isle of Man with a criminal offence that carries a maximum term of imprisonment exceeding two years.
- 1.11 To appoint an acting PCC where the elected PCC is incapacitated, resigns or is disqualified.
- 1.12 To handle complaints about the conduct of the PCC and/or Deputy PCC and engage in informal resolution of such complaints, passing serious complaints to the Independent Police Complaints Commission (IPCC) as appropriate.
- 1.13 The Police and Crime Panel may not exercise any functions other than those conferred by the Police Reform and Social Responsibility Act 2011 (as outlined in paragraphs 1.1 – 1.12 above).

### 3. MEMBERSHIP

Waverley Borough Council	<b>Cllr John Robini (Chairman)</b>
Tandridge District Council	<b>Cllr Mick Gillman (Vice-Chairman)</b>
Surrey County Council	<b>Cllr Keith Witham</b>
Elmbridge Borough Council	<b>Cllr Barry Cheyne</b>
Epsom & Ewell Borough Council	<b>Cllr Hannah Dalton</b>
Guildford Borough Council	<b>Cllr Richard Morris</b>
Mole Valley District Council	<b>Cllr Paul Kennedy</b>
Reigate & Banstead Borough Council	<b>Cllr Victor Lewanski</b>
Spelthorne Borough Council	<b>Cllr Satvinder Buttar</b>
Surrey Heath Borough Council	<b>Cllr Valerie White</b>
Runnymede Borough Council	<b>Cllr John Furey</b>
Woking Borough Council	<b>Cllr Ellen Nicholson</b>
Independent Member	<b>Mr Martin Stilwell</b>
Independent Member	<b>Vacancy</b>

The Panel will be made up of twelve appointed members, one from each local authority in Surrey, and two independent members. All fourteen members of the Police and Crime Panel may vote in proceedings of the Panel.

All county, district and borough councillors are eligible to be members of the Police and Crime Panel. Appointments will be made at the relevant council's annual meeting, with the term of office agreed by that council.

Panel Members, both appointed and co-opted, may be re-appointed and may serve a maximum of eight years on the Panel.

A Chairman and a Vice-Chairman will be elected annually, at the annual meeting in June.

### 4. MEETINGS

The Panel holds five public meetings a year in which the Police and Crime Commissioner for Surrey, is invited to answer questions that the public and Panel Members may have. The Panel holds one informal meeting with the Chief Constable a year. The Panel also has Finance Sub-Group which meets annually and the Complaints Sub-Committee which meets as and when complaints against the PCC arise.

The Panel met on the following occasions for the reporting year 2022-2023:

- 30 June 2022 10.30 am – Annual Meeting
- 26 September 2022 10.30 am
- 21 November 2022 10.30 am



- 23 November 2022 10.30 am – Informal Meeting
- 17 January 2023 10.30 am - Chief Constable Confirmation Hearing
- February 2023 10.30 am – Budget Meeting
- 18 April 2023 10.30 am

A summary of the agenda items is provided below not including standard procedural items. Any **RESOLVED** recommendations that fall within the Panel’s statutory remit in line with the Police Reform and Social Responsibility Act 2011 are included; as the Panel ‘notes’ non-statutory items:

## **SUMMARY OF MEETINGS IN 2021/22**

### **30 June 2022: Annual Meeting**

#### **❖ ELECTION OF CHAIRMAN**

The Panel agreed the appointment of Councillor John Robini as the Surrey Police and Crime Panel Chairman for the Council Year 2022/23 following a vote.

#### **❖ ELECTION OF VICE-CHAIRMAN**

The Panel agreed the appointment of Councillor Mick Gillman as the Surrey Police and Crime Panel Vice-Chairman for the Council Year 2022/23 following a vote.

#### **❖ POLICE AND CRIME COMMISSIONER FOR SURREY ANNUAL REPORT 2021-22**

The Police Reform and Social Responsibility Act (2011) places a duty on Police and Crime Commissioners to produce an Annual Report. Topics raised by Panel Members in discussion included:

- Performance measures for the work of the Office of the Police and Crime Commissioner (OPCC) and the Force.
- The proportion of the commissioning budget spent on fraud and cybercrime.
- Support to victims of crime in Surrey and work by the OPCC to commission specialist case workers to support victims of crime.

#### **RESOLVED:**

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

#### **Action:**

The Panel formally wrote to the PCC with comments and feedback raised in the discussion.

#### **❖ SURREY POLICE GROUP UNAUDITED FINANCIAL REPORT FOR 2021/22**

The purpose of this report was to inform the Police & Crime Panel of the Surrey Police Group (i.e. OPCC and Chief Constable combined) unaudited financial position as at the year-end 31 March 2022. The report compared the Group financial results with the budgets approved by the previous PCC Mr David Munro in February 2021 for the financial year 2021/22.

## ❖ **POLICE AND CRIME COMMISSIONER COMMISSIONING STRATEGY 2022 - 2025**

The purpose of this report was to introduce the Police and Crime Panel to the PCC's Commissioning Strategy 2022 – 25. Topics raised by Panel Members in discussion included:

- How the Strategy was being communicated to residents.
- Outcome data on the results of commissioning work and grants.
- Promoting the four commissioning funds across communities (Community Safety Fund, Children and Young People fund, Reducing Re-offending Fund, Victims; Fund).

## ❖ **UPDATE ON SURREY ESTATES**

The purpose of this report was to update the Police and Crime Panel on the Force's estates and housing strategies.

## ❖ **HOME OFFICE POLICE AND CRIME COMMISSIONER REVIEW AND POWERS OF COMPETENCE CONSULTATION**

The purpose of the report was to set out the details of the Home Office's recent review of Police and Crime Commissioners (PCCs), the consultation on granting them a general power of competence and the published findings.

## ❖ **PERFORMANCE MEETINGS: POLICE & CRIME COMMISSIONER AND CHIEF CONSTABLE**

The report provided an update on the performance meetings between the PCC and the Chief Constable and what had been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

## ❖ **PCC FORWARD PLAN AND KEY DECISIONS**

The report provided information on the key decisions taken by the PCC from April 2022 to present and set out details of the Office's ongoing Forward Plan for 2022/23. Key points raised during discussion included:

- Staffing challenges for the emergency call contact centre
- Promotion of the 101 digital service
- Concerns of the Joint Audit Committee over assurance for systems for uniformed stocks and firearms.

## ❖ **COMMISSIONER'S QUESTION TIME**

For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner. The following points were discussed:

- The College of Policing guidance on non-crime hate incidents (NCHIs) and recent High Court case.
- Frustrations with the Judicial System and the release of criminals. The work of the CPS and the judicial system was out of the PCC's remit however, Surrey led work on out of court disposals and reducing re-offending.
- Guidance on unauthorised encampments.

## ❖ **SURREY POLICE AND CRIME PANEL ANNUAL REPORT 2021- 2022**

In accordance with best practice for scrutiny and transparency as noted in Schedule 3 – In-Year Monitoring Information Requirements of the Home Office Grant Agreement, an annual report by the Surrey Police and Crime Panel is

prepared. The report provided a summary of the activity of the Surrey Police and Crime Panel from June 2021 to May 2022 (up to the local elections).

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

Since the last Panel meeting, 11 complaints relating to the conduct of the Police and Crime Commissioner for Surrey had been received. Three were shared with the Chairman for consideration of informal resolution or disapplication. The complainants were advised that the process was currently paused and that their submissions would be investigated following the annual meeting and reconstitution of the Complaints Sub-committee.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the Recommendations Tracker and Forward Work Programme.

❖ **RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2022/23**

The Panel reconstituted the Complaints Sub-Committee for 2022/23.

❖ **RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2022/23**

The Panel reconstituted the Finance Sub-Group for 2022/23.

**26 September 2022:**

❖ **PUBLIC QUESTIONS**

One public question was received from Mr Hugo Tillott and no supplementary questions were asked.

❖ **INDEPENDENT CUSTODY VISITOR SCHEME (ICV)**

Each year the OPCC produces an annual report setting out the work of the ICV scheme. This was presented to the Police and Crime Panel for information.

❖ **MEDIUM TERM FINANCIAL PLAN (MTFP) UPDATE 2023/24 TO 2026/27**

Each year, as part of the budget setting process, a Medium-Term Financial Plan (MTFP) is prepared by OPCC in order to show that the Force is financially sustainable in the medium term. Changes since the last MTFP report were highlighted specifically the national pay settlement for police officers. Medium-term planning suggested that cumulative savings of £17.7m would be required up to March 2027. The Panel were invited to note the challenge that this would present.

❖ **RECRUITMENT AND WORKFORCE PLANNING**

The report detailed the Force's recruitment, workforce plan and retention strategy including how many officers have been recruited to date under the national uplift programme and projections for the rest of the financial year. Key points raised during discussion included:

- Improving career development opportunities and retention
- The current officer vacancy rate and recruitment issues

❖ **RECENT INSPECTION OUTCOMES**

This report set out the findings of two recent inspections and subsequent work being undertaken by Surrey Police to address their recommendations. The inspections were:

- 2021/22 Police Effectiveness, Efficiency and Legitimacy (PEEL): Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service's (HMICFRS) regular assessment of police forces in England and Wales.
- Joint thematic inspection of Multi-Agency Public Protection Arrangements

Key points raised during discussion included:

- That Surrey Police did not receive any inadequate ratings in the inspection and the Force was rated 'Outstanding for preventing crime and antisocial behaviour.
- Resident concern over lack of police officer visibility
- 101 call abandonment

#### ❖ **SURREY PCP BUDGET 2021/22**

The Surrey Police and Crime Panel has accepted a grant from the Home Office to meet the costs of the Panel, including the administrative support. This paper reported on the use of the grant in 2021/22 (April 2021 - March 2022).

#### ❖ **REVISED PCC AND DPCC COMPLAINTS PROTOCOL**

The Surrey Police and Crime Panel has a duty to informally resolve non-criminal complaints about the conduct of the PCC and DPCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Office for Police Conduct (IOPC). The Police and Crime Panel was asked to review and agree a revised Complaints Protocol aimed at improving the process for handling these matters.

##### **RESOLVED:**

1. The Panel unanimously agreed the revised Surrey Police and Crime Panel PCC and DPCC Complaints Protocol.
2. The Panel noted the Complaints Sub-Committee Terms of Reference

#### ❖ **PERFORMANCE MEETINGS: POLICE & CRIME COMMISSIONER AND CHIEF CONSTABLE**

This report provided an update on the performance meetings between the PCC and the Chief Constable and what had been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

#### ❖ **PCC FORWARD PLAN AND KEY DECISIONS**

This report provided information on the key decisions taken by the PCC from June 2022 to present and sets out details of the Office's ongoing Forward Plan for 2022/23.

#### ❖ **COMMISSIONER'S QUESTION TIME**

This item provided an opportunity for the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner. The following points were raised:

- Congratulations to Surrey Police on winning two prestigious Tilley Awards

- Concern over the consistency of approach taken across the county to unauthorised encampments.

#### ❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

Since the last meeting of the Panel, the Complaints Sub-Committee considered and resolved 11 complaints against the Police and Crime Commissioner. Two further complaints had since been received against the Police and Crime Commissioner, each relating to different conduct. A date has been set for these to be considered by the Sub-Committee and supporting information has been sought from both complainants. Since the last meeting of the Panel, no complaints against the Deputy Police and Crime Commissioner have been received.

#### ❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

To Panel reviewed the Recommendations Tracker and Forward Work Programme.

### **21 November 2022**

#### ❖ **PUBLIC QUESTIONS**

None received.

#### ❖ **APPOINTMENT OF CO-OPTED INDEPENDENT MEMBER**

Item deferred due to procedural issues.

#### ❖ **SURREY POLICE GROUP UNAUDITED FINANCIAL REPORT FOR THE PERIOD TO 31 AUGUST 2022**

The report set out the financial performance of the Surrey Police Group (i.e., OPCC and Chief Constable combined) as at the 31 August 2022 with a forecast to the 31 March 2022.

#### ❖ **CALL IT OUT SURVEY**

The report provided an update on the findings of Surrey Police's 'Call it Out' survey and how the resulting data was being used to inform local activity.

**RESOLVED:** The Panel recommended

1. That the PCC makes an application to round 5 of the Home Office's Safer Streets Fund, and any other potential funding sources, using the StreetSafe tool and Call it Out survey findings as evidence.
2. That the OPCC reviews specific areas perceived as unsafe by users of the StreetSafe tool and Call it Out survey respondents and the Commissioner recommends to Surrey County Council that night-time LED streetlighting is reinstated in these locations as a priority, as the College of Policing finds violent and property crime reduced on average by 21% in areas where street lighting was improved relative to areas where it was not.

3. That the findings of Call it Out and Streetsafe are shared in full with Panel Members so their respective local authorities can lobby Surrey County Council in relation to areas perceived as unsafe.

#### ❖ **PROGRESS AGAINST THE POLICE AND CRIME PLAN**

The purpose of the report was to inform the Panel of progress made towards achieving the 2021-2025 Police and Crime Plan, published in December 2021. Key areas of progress were highlighted alongside proposals to ensure the public have greater access to key performance data concerning both the Office of the Police and Crime Commissioner and Surrey Police.

##### **RESOLVED:**

In the Commissioner's progress reports on the Police and Crime Plan, the Panel recommends that for each objective, relevant KPIs are included to evidence what progress has been delivered.

#### ❖ **CCTV IN SURREY**

The report provided an update on the '5-year Surrey public place CCTV strategy' which was set out in 2018; current CCTV provision across the county and Surrey Police's position on the future of public place CCTV.

##### **RESOLVED:**

The Panel recommends the Police and Crime Commissioner for Surrey takes a lead on renewing the county's CCTV strategy, in partnership with local authorities, and publishes the renewed strategy within the next three months.

#### ❖ **SURREY PCP BUDGET MID-YEAR CLAIM 2022**

The Surrey Police and Crime Panel had accepted a grant from the Home Office to meet the costs of the Panel, including the administrative support. The paper reported on the use of the grant in 2022 (April 2022 - September 2022), as noted in the Panel's mid-year claim submission to the Home Office submitted by the 28 October 2022 deadline. Mid-year claim = £20928.

#### ❖ **PERFORMANCE MEETINGS: POLICE & CRIME COMMISSIONER AND CHIEF CONSTABLE**

The report provided an update on the performance meetings between the PCC and the Chief Constable and what had been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

#### ❖ **PCC FORWARD PLAN AND KEY DECISIONS**

The report provided information on the key decisions taken by the PCC from September 2022 to present and details of the Office's ongoing Forward Plan for 2022/23.

#### ❖ **COMMISSIONER'S QUESTION TIME**

This item provided an opportunity for the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner. Questions were raised and discussed on the subjects of:

- Road racing
- Dealing with protestors
- Response to Inspections

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

Since the last meeting of the Panel, the Complaints Sub-Committee considered two unrelated complaints against the Police and Crime Commissioner. Four further complaints against the Police and Crime Commissioner had been received all relating to the same conduct. No complaints against the Deputy Police and Crime Commissioner were received.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the Recommendations Tracker and Forward Work Programme.

**23 November 2022 – Informal Meeting (Private)**

❖ **CHIEF CONSTABLE QUESTION TIME**

Verbal update on the latest force developments from the Chief Constable of Surrey Police, followed by questions from Panel Members. Topics discussed included:

- Progress against the Police & Crime Plan
- Recruitment and Workforce Planning
- Recent Inspection Outcomes

❖ **USE AND EFFECTIVENESS OF TECHNOLOGY TO AID POLICING**

A report on the use of technology within the Force.

**17 January 2023**

❖ **CONFIRMATION HEARING FOR APPOINTMENT TO THE ROLE OF CHIEF CONSTABLE OF SURREY POLICE**

Following notification from the Surrey Police and Crime Commissioner of her intention to appoint the preferred candidate, Mr Tim De Meyer, to the role of Chief Constable of Surrey Police, the Surrey Police and Crime Panel held a Confirmation Hearing, in accordance with Schedule 8 of the Police Reform and Social Responsibility Act 2011. The candidate was questioned by the Panel on a range of issues.

❖ **CLOSED SESSION TO DISCUSS PROPOSED APPOINTMENT TO THE ROLE OF CHIEF CONSTABLE OF SURREY POLICE**

The Panel deliberated over the responses provided to their questions and then voted unanimously to recommend that Tim de Meyer be appointed to the position of Chief Constable of Surrey Police.

**RESOLVED:**

That the Police and Crime Panel recommend the appointment of Tim de Meyer as the new Chief Constable of Surrey Police.

### **3 February 2023**

#### **❖ PUBLIC QUESTIONS**

None received.

#### **❖ VANGUARD ROAD SAFETY TEAM BRIEFING**

A briefing on the work of the new road safety team launched in 2022 aimed at preventing fatal or serious injury collisions through Education, Engagement and Enforcement with a strong priority on the 'Fatal 5' offences. The Fatal 5 are the 5 offence types which play a significant factor in Fatal or Serious Injury collisions. These factors were significant in 80% of Surrey's KSI Fatal 5 2019 – 2021: Drink and/or Drug driving 10%; Distracted driving (use of handheld mobile phone etc) 4%; No seatbelt 11%; Speed related (both excessive or inappropriate) 32%; Careless / dangerous driving 23%.

#### **❖ SURREY POLICE GROUP (OPCC & CHIEF CONSTABLE COMBINED) FINANCIAL REPORT FOR MONTH EIGHT OF FINANCIAL YEAR 2022/23**

The purpose of the report was to inform the Police & Crime Panel of the Surrey Police Group (i.e. OPCC and Chief Constable combined) financial position at the end of November 2022 as well as a prediction for the situation at the end of March 2023. Key points raised in the discussion:

- Forecast underspend of £2.5million largely due to staffing and the substantial number of vacancies;
- Vetting requirements associated with recruitment and long lead times;
- The operation of financial reserves.

#### **❖ 2023/24 BUDGET AND PROPOSED PRECEPT**

The Police and Crime Panel is required to consider and formally respond to the Police and Crime Commissioner's Proposed Precept for 2023/24. The purpose of this item was to allow the Commissioner to outline her proposals in more detail and answer any questions that Panel Members might have. Following consideration of the Commissioner's proposed precept, the Panel must either:

- a) agree the precept without qualification or comment;
- b) support the precept and make comments or recommendations concerning the application of the revenues generated; or
- c) veto the proposed precept.

The Police & Crime Commissioner outlined her precept proposal to the Surrey Police and Crime Panel and recommended that they endorse her proposal to increase the Band D Surrey Police and Crime Commissioner Precept by £15, a 5.07% increase, for 2023/24 to take the Band D precept from £295.57 to



£310.57. Following discussion, the Chairman put the recommendation to a vote. The precept proposal was carried with eight votes for, two votes against, and no abstentions.

**RESOLVED:**

The Surrey Police and Crime Panel recommends that -

- That the Surrey Police and Crime Commissioner Precept for a Band D property be increased by £15, from £295.57 to £310.57, in 2023/24

**Action:**

On behalf of the Panel, the Chairman wrote to the Commissioner to formally notify her of the decision of the Surrey Police and Crime Panel regarding the proposed precept for 2023/24. The Panel noted the context of rising costs in which the budget and precept had been prepared.

❖ **PERFORMANCE MEETINGS: POLICE & CRIME COMMISSIONER AND CHIEF CONSTABLE**

The report provided an update on the performance meetings between the PCC and the Chief Constable and what had been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

❖ **PCC FORWARD PLAN AND KEY DECISIONS**

This report provided information on the key decisions taken by the PCC from November 2022 to present and sets out details of the Office's ongoing Forward Plan for 2022/23.

❖ **COMMISSIONER'S QUESTION TIME**

This item provided an opportunity for the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner. The following points were raised:

- Surrey Fire and Rescue Service governance and the possible future role of the PCC and the Panel in this area.

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

The Complaints Sub-Committee met on Monday 21 November 2022 to consider four related complaints (PCP 0048) received in October. These were progressed collectively and resolved. No complaints against the Police and Crime Commissioner or her Deputy were received since the last meeting of the Panel.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the Recommendations Tracker and Forward Work Programme.

**18 April 2023**

❖ **101 SURVEY FEEDBACK AND ACTIONS**

The report set out the results of a PCC survey of residents seeking views on how Surrey Police respond to nonemergency calls to the 101 non-emergency

number. The Police and Crime Panel noted the survey report and actions being taken.

❖ **SURREY POLICE GROUP FINANCIAL REPORT FOR THE 10 MONTHS ENDED 31 JANUARY 2023**

The report set out the financial performance of the Surrey Police Group (i.e. OPCC and Chief Constable combined) as at 31 January 2023 with a forecast to 31 March 2023.

❖ **PROGRESS AGAINST THE POLICE AND CRIME PLAN**

The report set out the progress made towards achieving the 2021-2025 Police and Crime Plan since the last update to the Panel in November 2022. Key issues raised in discussion were:

- a decrease in public confidence.
- reducing violence against women and girls.
- the work of the Force's Victim and Witness Care Unit.
- anti-social behaviour in Surrey.
- the increase in numbers of Killed or Seriously Injured (KSI) collisions.
- domestic burglary statistics.

❖ **UNAUTHORISED ENCAMPMENTS**

The Panel received a report on Surrey Police's current approach towards unauthorised encampments.

❖ **SURREY POLICE UPLIFT & WORKFORCE PLANNING**

The Panel received a report on Surrey Police's delivery of the Government Police Officer uplift programme and wider commentary on key workforce planning issues.

❖ **PERFORMANCE MEETINGS: POLICE & CRIME COMMISSIONER AND CHIEF CONSTABLE**

The report provided an update on the performance meetings between the PCC and the Chief Constable and what had been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

❖ **PCC FORWARD PLAN AND KEY DECISIONS**

The report provided information on the key decisions taken by the PCC from February 2023 to present and sets out details of the Office's ongoing Forward Plan for 2022/23.

❖ **COMMISSIONER'S QUESTION TIME**

This item provided an opportunity for Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner. Questions were raised and discussed on the subjects of:

- The outcome rate for rape cases in Surrey.
- Progress towards carbon net zero and the challenges associated with police estate and infrastructure.

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

To note complaints against the Police and Crime Commissioner and the Deputy Police and Crime Commissioner received since the last meeting of the Police and Crime Panel. No complaints against the Police and Crime Commissioner or her Deputy were received since the last meeting of the Panel. The Complaints Sub-Committee met on Tuesday 18 November 2022 to consider and resolve one complaint (PCP 0049) received in February.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the Recommendations Tracker and Forward Work Programme.

**SUB-COMMITTEES:**

The Panel is empowered to establish sub-committees to fulfil any of its functions except those that by law may not be delegated. Sub-committees may not co-opt members (3.29 ToR). The Panel currently has a Complaints Sub-Committee and a Finance Sub-Group which are re-established at the Panel's annual meeting – usually in June.

**Complaints Sub-Committee:**

Purpose:

To informally resolve non-criminal complaints about the Surrey Police and Crime Commissioner (PCC) or Deputy PCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Office for Police Conduct (IOPC) on behalf of the Surrey Police and Crime Panel.

Membership:

Seven appointed members of the Surrey Police and Crime Panel (quorum - three members), including at least one Independent Member of the Surrey Police and Crime Panel.

Frequency:

The Complaints Sub-Committee meets as and when a complaint that falls under its remit arises, in line with the agreed Complaints Protocol and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

The Complaints Sub-Committee had six complaint cases referred to it in the 2022/23 period. There were a number of occasions where complaints were collated as they related to the same incident. This was done in May, June and October 2022. The other, single complaints were considered in May 2022 and February 2023.

The Complaints Sub-Committee has a non-investigatory role and the complainant if unsatisfied with the Sub-Committee's outcomes, may make a complaint to the Local Government and Social Care Ombudsman (LGSCO).

## **Finance Sub-Group:**

### Purpose:

To monitor and review the Surrey Police and Crime Commissioner's budget proposals (including the proposed precept) and make recommendations to the Panel as appropriate.

### Membership:

Three to six members of the Surrey Police and Crime Panel, including at least one Independent Member of the Surrey Police and Crime Panel.

The Chairman and Vice-Chairman of the Panel will be ex-officio members of the Sub-Group.

### Frequency:

The Sub-Group meets annually in advance of the Panel's annual budget meeting, in order to review the PCC's proposed precept by scrutinising the financial information provided in support of the precept and to identify any further information which might be required.

The Sub-Group met on one occasion: 30 January 2023.

The Sub-Group raised the following topics: 2023/34 Spending Settlement, the split between Government and Council-Tax funding for the Force, the OPCC budget, Public consultation on the Precept, Reserves.

## **5. PANEL'S BUDGET**

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.

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.*

In January 2013 the Panel agreed that Members (host authority) would not use the Home Office grant to draw allowances for members of the Panel.

**HOME OFFICE GRANT 2022 MID-YEAR CLAIM:** 1 April 2022 - 30 September 2023

In accordance with Schedule 3 – In-Year Monitoring Information Requirements of the Home Office Grant Agreement, a mid-year claim was produced.

To be returned to the Home Office by 29 October 2022 to remain eligible for the payment covering the second half of the financial year.

The Home Office grant available for the 2022 mid-year claim was **£33,090** (total grant = **£66,180**).

The actual expenditure was: **£20,928.46**.

#### **OUTTURN FORECAST: 1 October 2022 – 31 March 2023**

In accordance with Schedule 4 – Outturn Forecast of the Home Office Grant Agreement, an outturn forecast was produced.

The Home Office grant available for the outturn forecast was £33,090 (total grant = **£66,180**).

The expenditure forecast was: **£34,883.16**.

#### **HOME OFFICE GRANT 2022-2023 END-YEAR CLAIM: 1 April 2022 – 31 March 2023**

The Home Office grant available for 2022-2023 was **£66,180**.

The actual expenditure was **£58,587.97**

(**£20,928.46** - Mid-Year Claim plus **£37,659.51** - finalised 1 October 2022 – 31 March 2023 expenditure)

To be returned to the Home Office by 30 June 2023 to remain eligible for the payment covering the second half of the financial year. Any underspend must be returned to the Authority (Home Office).

## **6. VISITS, EVENTS AND TRAINING**

### **Events:**

Panel members and support officers attended:

- Annual Conference for Chairs, Members and Officers of Police (Fire) and Crime Panels covering topics such as finance and culture in policing as well as assessing the performance of panels.

### **Training:**

- Surrey Police and Crime Panel Training/Refresh Session 2023 planned for summer 2023.

No visits were undertaken.

## 7. FURTHER INFORMATION

For further details about the Panel including meeting agendas and minutes please visit the Surrey County Council website: <https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/surrey-police-and-crime-panel>

The website of the Office of the Police and Crime Commissioner for Surrey (PCC) can be accessed through the following link: <https://www.surrey-pcc.gov.uk/>

### RECOMMENDATIONS:

That Panel members note the Surrey Police and Crime Panel's Annual Report 2022-2023.

**LEAD OFFICER:** Clare Madden, Scrutiny Officer, Surrey County Council

**E-MAIL:** [Clare.madden@surreycc.gov.uk](mailto:Clare.madden@surreycc.gov.uk)

## SURREY POLICE AND CRIME PANEL

### 29 June 2023

# COMPLAINTS RECEIVED SINCE THE LAST MEETING

## SUMMARY

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

## RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.

## 1.0 INTRODUCTION AND BACKGROUND

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner and Deputy Police and Crime Commissioner.
- 1.2 Where a complaint is received by the Panel<sup>1</sup>, a report is produced for the next available meeting to share the outcome 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.
- 2.2 For the above, the Panel agreed at its meeting on 13 December 2012 to delegate informal resolution of complaints to a Complaints Sub-Committee.
- 2.3 However, in accordance with the Regulations, complaints received by the Panel that do not relate to the conduct of the PCC (such as operational concerns and policy

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<sup>1</sup> 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.

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 One complaint has been referred to the Panel for consideration by the Chief Executive Officer of the Officer for Police and Crime Commissioner. However, under advice the handling of this complaint has been postponed until the reestablishment of the Complaints Sub-Committee at the Panel's Annual Meeting.

### **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 of 2022 provides a clear guide to the local complaints process which reflects learning from previous complaints and incorporates new operational guidance from the Independent Office for Police Conduct.

### **5.0 CONCLUSION AND RECOMMENDATIONS**

- 5.1 The Panel is asked to note the report.

### **6.0 WHAT HAPPENS NEXT**

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

**SUPPORT OFFICER:** Ross Pike, Scrutiny Business Manager (Surrey County Council)

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**TELEPHONE NUMBER:** 07805 803 593





## SURREY POLICE AND CRIME PANEL

29 June 2023

### 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

**LEAD OFFICER:** Ross Pike – Scrutiny Business Manager, Surrey County Council

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**POLICE AND CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
APRIL 2023**

The actions and recommendations tracker allows Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

Meeting	Item	Recommendation/Action	Responsible Officer/Member	Update/Response
March 2021	Hate Crime	<b>R8/21</b> - 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	16/06/21 - Response from Surrey Police:  The initiative stalled due to the Covid pandemic, and will be looked at again to progress once the Force is able to.  01/09/21 and 10/11/21, 18/02/22, and 08/09/2022 - This project is still on hold.
November 2021	Performance Meetings	<b>R46/21</b> - All the routes of communication will be collated and included in the statistics for the 101 service, particularly the statistics around Facebook Messenger within the digital 101 service.	OPCC	18/02/22 - The Force are still collating data around digital contact. Once this is available it will be provided to the panel.  26/09/22 – A request for the information to also include data on call abandonment and response times at different points of the day.  04/11/22 – The OPCC is currently doing some work with the Force around 101 performance, including public perceptions. More details can be found here: <a href="https://www.surrey-">https://www.surrey-</a>

**POLICE AND CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
APRIL 2023**

The actions and recommendations tracker allows Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

				<a href="https://pcc.gov.uk/have-your-say-commissioner-invites-views-on-101-performance-in-surrey/">pcc.gov.uk/have-your-say-commissioner-invites-views-on-101-performance-in-surrey/</a> .  It is suggested that a paper on this comes to a future Panel meeting.  19/01/2023 – Meeting date tbc.
September 2022	Recent Inspection Outcomes	<b>R20/22</b> – The Head of Performance and Governance to find out whether police officers had undergone training regarding managing registered sex offenders.	Head of Performance and Governance (OPCC)	
November 2022	Surrey Police Group Unaudited Financial Report for the Period to 31 August 2022	<b>R23/22</b> – The Chief Finance Officer to provide the original budget for the redevelopment for Mount Browne and the amount spent so far.	Chief Finance Officer (OPCC)	20/01/2023 - The budget for the redevelopment of MTB has been set at £79m. I am waiting for an update on what has been spent so far.

**POLICE AND CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
APRIL 2023**

The actions and recommendations tracker allows Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

November 2022	Call It Out Survey	<b>R24/22</b> – The Head of Performance and Governance to provide the quantitative information requested by the Chairman regarding detective numbers, percentage of sexual offence posts filled, and number of rape cases making it to court.	Head of Performance and Governance (OPCC)	
November 2022	CCTV	<b>R25/22</b> – The Office of the Police and Crime Commissioner to reshare the funding formula for financial support from Surrey Police for CCTV.	OPCC	

**POLICE AND CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
APRIL 2023**

The actions and recommendations tracker allows Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

November 2022	Commissioner's Question Time	<b>R26/22</b> – The Office of the Police and Crime Commissioner to confirm whether there are any remaining backlogs of the service level agreements.	OPCC	
February 2023	Vanguard Road Safety Team Briefing	<b>R1/23</b> – The Panel's support officer to organise a briefing for the Panel on the work of the Vanguard Road Safety team.	Scrutiny Officer/OPCC	Slides shared with Panel.
February 2023	2023/24 Budget And Proposed Precept	<b>R3/23</b> – The Chief Finance Officer to provide data on the ratio of non-police staff to police staff for Surrey and neighbouring authorities.	OPCC	

**POLICE AND CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
APRIL 2023**

The actions and recommendations tracker allows Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

April 2023	28/23 UNAUTHORISED ENCAMPMENTS	OPCC to provide a briefing paper on the detail of legislative changes for policing unauthorised encampments. R4/23	OPCC	
	29/23 SURREY POLICE UPLIFT & WORKFORCE PLANNING	OPCC to share the Surrey response to the national HMIC inspection report on misogyny in the Police Service. R5/23	OPCC	
	29/23 SURREY POLICE UPLIFT & WORKFORCE PLANNING	OPCC to write to the Panel on the number of live cases Surrey Police had of allegations of sexual violence and/or domestic violence of serving officers within the force and also the status of carrying out investigation and of those being investigated, how many were still in an active policing roles. R6/23	OPCC	

**POLICE AND CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
APRIL 2023**

The actions and recommendations tracker allows Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

29/23 SURREY POLICE UPLIFT & WORKFORCE PLANNING	OPCC to provide a breakdown of the demographics of those leaving the service and clarify establishment and strength figures. R7/23	OPCC	
32/23 COMMISSIONER 'S QUESTION TIME	OPCC to provide data on how many rape charges converted to convictions. R8/23	OPCC	
33/23 COMPLAINTS RECEIVED SINCE THE LAST MEETING	Panel Support to provide a summary of complaints made against current and former Police and Crime Commissioners. R9/23	Support Officer	



## Surrey Police and Crime Panel - Forward Work Programme 2023

The purpose of this document is to provide a summary of work due to be undertaken by the Surrey Police and Crime Panel. It is provided for information purposes at each meeting of the Panel and updated between meetings by officers to reflect any future areas of work. Members can suggest items for consideration to the Chairman or the Panel Support Officer.

DATE	ITEM	Police and Crime Plan Priority	PURPOSE	OFFICER
29 June 2023 – Annual meeting	Police and Crime Commissioner Annual Report 2022/23	All	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.	PCC
29 June 2023	Police and Crime Panel Annual Report 2022/23	N/A	To report Panel business over the last financial year.	Scrutiny Officer / Democratic Services Assistant
29 June 2023	Surrey PCP Budget 2022/23	N/A	End of year report detailing the Panel's expenditure of the Home Office Grant.	Scrutiny Officer / Democratic Services Assistant
19 September 2023	Surrey Police Recruitment and Workforce Planning Update (Twice yearly – April/Sept)	All	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.	Damian Markland - OPCC
19 September 2023	Medium-Term Financial Plan Update 2023/24 to 2027/28	All	As part of the budget setting process, to show the Force is financially sustainable in the medium term.	Kelvin Menon - OPCC
19 September 2023	Commissioning and award of grant funding	Reducing violence against Women and Girls; Protecting	Check outcomes of PCC's commissioning of services to help victims of crime	Damian Markland - OPCC

		people from harm in Surrey		
<b>24 November 2023</b>	<b>Surrey PCP Budget Mid-Year Claim 2023</b>	N/A	Mid-year report detailing the Panel's expenditure of the Home Office Grant.	Scrutiny Officer / Democratic Services Assistant
<b>24 November 2023</b>	<b>Police and Crime Plan Update</b> (Twice yearly – April/Nov)	All	To consider progress made against the agreed Police and Crime Plan.	PCC
<b>24 November 2023</b>	<b>Budget Update</b> (Twice per year – Feb & Nov) <ul style="list-style-type: none"> <li>Surrey Police Group Financial Report for Month Six Financial Year 2023/24</li> </ul>	All	As agreed at the precept setting meeting on 6 February 2013, to allow the Panel to have oversight of the latest financial position.	Kelvin Menon - OPCC

**STANDING ITEMS: these will appear on every agenda**

Subject/Title	Dates	Police and Crime Plan Priority	Purpose	Contact Officer
<b>PCC Forward Plan and Key Decisions</b>	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). <a href="http://surrey-pcc.gov.uk">Decisions – Office of the Police and Crime Commissioner for Surrey (surrey-pcc.gov.uk)</a>  To review the PCC's forward plan.	OPCC
<b>Performance Meetings</b>	All	N/A	To consider issues raised during monthly discussions between the PCC and the Chief Constable.  To include the web link and notice of upcoming public meetings and most recent public performance report.	Damian Markland - OPCC
<b>Recommendations Tracker and Forward Work Programme</b>	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.	Scrutiny Officer/Democratic Services Assistant
<b>Commissioners Question Time</b>	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.	Scrutiny Officer/Democratic Services Assistant
<b>Complaints</b>	All	N/A	To monitor complaints received against the PCC and/or DPCC	Scrutiny Officer/Democratic Services Assistant

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**ITEMS KEPT UNDER REVIEW**

<b>ERP (Equip) Programme</b>	Part 2	Part 2	Updates under Part 2 to be provided where appropriate.	OPCC
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**Working Groups – re-established in June 2022:**

<b>Group</b>	<b>Membership</b>	<b>Purpose</b>	<b>Reporting Dates</b>
<b>Complaints Sub-Committee</b>	John Robini, Mick Gillman, John Furey, Valerie White, Victor Lewanski	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.
<b>Finance Sub-Group</b>		To provide expert advice to the PCP on financial matters that falls within its remit.	Reports verbally to the formal precept setting meeting of the Panel in February.



## SURREY POLICE AND CRIME PANEL

### RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2023/24

29 JUNE 2023

#### SUMMARY

This report sets out the terms of reference and membership for the Complaints Sub-Committee. The Police and Crime Panel Complaints Protocol and Complaints handling flowchart are attached as annexes to this report.

The Panel is asked to reconstitute the Complaints Sub-Committee for 2023/24.

#### RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Agree the terms of reference for the Complaints Sub-Committee attached at Annex A;
- (ii) Appoint the following members to the Complaints Sub-Committee for the 2023/24 Council year, filling the vacancies:
  - Chairman (TBC)
  - Vice-Chairman (TBC)
  - Vacancy
  - Vacancy
  - Vacancy
  - Independent Member
- (iii) Note the Police and Crime Panel Complaints Protocol, attached at Annex B.

#### 1 INTRODUCTION

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel (hereby referred to as "PCP") responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner (PCC) and the Deputy Police and Crime Commissioner (DPCC).

- 1.2 This report sets out the proposed terms of reference and membership for the Complaints Sub-Committee, set up in line with the agreed Complaints Protocol.
- 1.3 The Panel is requested to reconstitute the Sub-Committee for 2023/24 municipal year.
- 1.4 The Police and Crime Panel Complaints Protocol was adopted at last year's meeting on 30 June 2022.

## **2 CONTEXT**

- 2.1 One of the functions of the Surrey Police and Crime Panel is to oversee complaints made about the conduct of the PCC and the DPCC. As part of this, the Panel also has a responsibility to informally resolve noncriminal complaints about the conduct of the PCC and DPCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Office for Police Conduct (IOPC).
- 2.2 Under the regulations, the Panel can delegate the initial receipt of complaints to the Chief Executive of the PCC's Office. The Surrey Police and Crime Panel has agreed to do this (as covered under the agreed Complaints Protocol).
- 2.3 Similarly, the Panel can delegate the informal resolution of complaints falling within its remit to:
- A sub-committee of the Panel
  - A single member of the Panel
  - Another person appointed by the Panel (e.g. A Monitoring Officer or OPCC Chief Executive)
- 2.4 Following informal consultation with the Panel, it was agreed that to ensure flexibility to respond to complaints quickly and avoid unnecessary delay, whilst still ensuring accountability is retained by the Panel, this role would be delegated to a sub-committee of the Panel - terms of reference are included at Annex A.

## **3 MEMBERSHIP**

- 3.1 To deal with any complaint effectively, it was felt that at least three members must be available and that, where possible, the pool of members drawn from for the meeting should include one of the independent members of the Panel.
- 3.2 To ensure that at least three members would be available at relatively short notice, it is proposed that both Chairman and Vice-Chairman will be included in the membership of the group. All members would have voting rights.

#### **4 CONCLUSION AND RECOMMENDATIONS**

- 4.1 The Panel is asked to agree the recommendations set out in the first page of this report.

#### **5 REASONS FOR RECOMMENDATIONS**

- 5.1 The Surrey Police and Crime Panel has a duty to informally resolve noncriminal complaints about the conduct of the PCC and DPCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Office for Police Conduct (IOPC). The recommendations contained in this report will help to ensure that this responsibility is fulfilled.

**LEAD OFFICER:** Ross Pike, Scrutiny Business Manager, Surrey County Council

**TELEPHONE NUMBER:** 07805 803593

**E-MAIL:** [ross.pike@surreycc.gov.uk](mailto:ross.pike@surreycc.gov.uk)

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## Surrey Police and Crime Panel

### Complaints Protocol

#### 1. Background

- 1.1. The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the '2012 Regulations') make the Surrey Police and Crime Panel (the 'Panel') responsible for handling complaints about the conduct of the Police and Crime Commissioner for Surrey and, where appointed, the Deputy Police and Crime Commissioner for Surrey.
- 1.2. The Panel is responsible for considering non-criminal complaints, and serious complaints and conduct matters referred to it by the Independent Office for Police Conduct ('IOPC'), and agreeing a course of action to assist the informal resolution of complaints.
- 1.3. This Protocol sets out the process for handling and considering such complaints. It should be read in conjunction with the 2012 Regulations and any relevant guidance issued by the Home Secretary, Home Office or IOPC.

#### *Definitions*

- 1.4. **'Informal resolution'** is the process of solving a problem in a relaxed or unofficial fashion. Guidance published by the Home Office explains:
 

“Informal resolution is a way of dealing with a complaint by solving, explaining, clearing up or settling the matter directly with the complainant, without an investigation or formal proceedings. It is not a disciplinary process, and does not involve the imposition of any sanction. It is a flexible process that may be adapted to the needs of the complainant and the individual complaint. It may involve the person complained against explaining their conduct and, if appropriate, apologising for it. This could be done by correspondence or in a face-to-face meeting. The method of informal resolution is left up to the individual PCP, provided that it is in accordance with the Regulations and guidance issued by the Secretary of State.”<sup>1</sup>
- 1.5. A **'relevant office holder'** is a police and crime commissioner or deputy police and crime commissioner.
- 1.6. **'Conduct'** includes acts, omissions, statements and decisions (whether actual, alleged or inferred).
- 1.7. A **'complaint'** is any complaint about the conduct of a relevant office holder.
- 1.8. A **'serious complaint'** is one which alleges that a relevant office holder has committed a criminal offence.

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[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/117479/pcp-complaints-handling-process.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/117479/pcp-complaints-handling-process.pdf)

- 1.9. A **'conduct matter'** is a matter where there is an indication that a relevant office holder may have committed a criminal offence, which comes to light otherwise than by way of a complaint (for example through civil proceedings or media reporting).
- 1.10. **'Evidence'** means information or material used to establish the truth or validity of a fact or proposition.
- 1.11. **'Investigation'** means conducting a systemic or formal inquiry to discover and examine the facts of an allegation so as to establish the truth of a matter.
- 1.12. **'Document'** means anything in which information of any description is recorded.

## 2. Initial handling of complaints and conduct matters

- 2.1. Under regulation 7 of the 2012 Regulations, the Panel has delegated its powers and duties under Part 2 of the 2012 Regulations to the Chief Executive of the Office of the Police and Crime Commissioner for Surrey (the 'Chief Executive'); and under section 101(2) of the Local Government Act 1972, has delegated responsibility for those powers and duties to the Complaints Sub-Committee to be exercised in the circumstances described in paragraph 2.2 below.
- 2.2. Where the Chief Executive considers there to be any actual, or that there could be a perceived, conflict of interest in respect of them discharging any of their functions under part 2 of this Protocol, they shall refer the matter to the Complaints Sub-Committee as soon as practicable, which shall exercise the functions of the Chief Executive as set out in this Protocol as though all references to the 'Chief Executive' read 'Complaints Sub-Committee'.
- 2.3. Where a complaint is sent directly to a relevant office holder or the Panel, or where the Panel becomes aware of a conduct matter, they shall refer to the complaint or conduct matter to the Chief Executive as soon as practicable.
- 2.4. Where expedient, the Chief Executive may contact a complainant to fully understand their complaint.

### *Evidence*

- 2.5. Where the Chief Executive becomes aware of a complaint or conduct matter, they shall take, and continue to take, all appropriate steps to obtain and preserve evidence relating to the conduct in question until the matter has been referred for informal resolution, and shall comply with any relevant directions from the IOPC.
- 2.6. Where a relevant office holder becomes aware of a complaint or conduct matter in relation to their own conduct, they must take, and continue to take, all appropriate steps to obtain and preserve evidence relating to the conduct in question and must comply with any relevant directions from the IOPC or Chief Executive.

### *Recording complaints*

- 2.7. Upon receipt of a complaint, the Chief Executive shall make a record<sup>2</sup> of the complaint, unless:
- a. the complaint relates to the conduct of a relevant office holder for another police area, in which case the Chief Executive shall refer the complaint to the police and crime panel for that area;
  - b. the conduct complained about is being, or has been, dealt with by way of criminal proceedings; or
  - c. the complaint is withdrawn in accordance with part 4 of this Protocol.
- 2.8. Where in respect of a complaint the Chief Executive does not make a record or referral to the police and crime panel of another area, they shall notify the complainant of the decision and the grounds on which it was made.
- 2.9. Within five working days of making a record of a complaint, the Chief Executive shall provide a copy of the record to the complainant and the person complained against.
- a. The Chief Executive shall not provide a copy of the record of a complaint to the person complained against if the Chief Executive believes that doing so might prejudice any criminal investigation or pending proceedings or would otherwise be contrary to the public interest.
    - i. If the Chief Executive decides not to provide a copy of a complaint to the relevant office holder, they must review that decision regularly.
    - b. In providing a copy of the record of a complaint to the person complained against, the Chief Executive may keep the identity of the complainant or any other person anonymous.

### *Conduct matters and serious complaints*

- 2.10. Where the Chief Executive becomes aware of an apparent conduct matter, the Chief Executive shall record<sup>3</sup> it as a conduct matter unless:
- a. the matter has already been recorded as complaint;
  - b. is the subject of current or previous criminal proceedings against the relevant office holder; or

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<sup>2</sup> Complaints should be recorded in some form of register that can be readily accessed and examined by the IOPC if required.

<sup>3</sup> Conduct matters should be recorded in some form of register that can be easily accessed and examined by the IOPC if required.

- c. the matter relates to the conduct of the relevant office holder of another area, in which case the Chief Executive shall provide notice of the matter to the police and crime panel of that area.

2.11. The Chief Executive shall refer to the IOPC:

- a. any recorded conduct matter;
- b. any complaint which the Chief Executive determines to be a serious complaint; and
- c. any complaint or conduct matter which the IOPC requires to be referred,

as soon as is practicable, and no later than the end of the day after the day when the Chief Executive became aware that the matter was one which had to be, or was required to be, referred to the IOPC.

2.12. The Chief Executive shall notify the complainant (if there is one) and person complained against of any referral of a conduct matter or serious complaint to the IOPC.

- a. The Chief Executive shall not notify the person complained against where it appears to the Chief Executive that to do so might prejudice a possible future investigation of the matter.

2.13. Where a conduct matter is referred back to the Chief Executive by the IOPC, the Chief Executive shall remit it to the Complaints Sub-Committee, which shall deal with the matter in such a manner (if any) as it may determine.

#### *Disapplication*

2.14. Where a complaint has been recorded, unless the complaint is one which has been, or must be, referred to the IOPC and is not for the time being referred back to the Chief Executive, the Chief Executive shall determine whether a complaint should be handled:

- a. in accordance with the informal resolution procedure; or
- b. in another manner, if any.

2.15. The Chief Executive may only decide that a complaint should be handled otherwise than in accordance with the informal resolution procedure if the complaint falls within any of the following descriptions:

- a. the complaint is concerned entirely with the conduct of a relevant office holder in relation to a person who was working in his capacity as a member of the office holder's staff at the time when the conduct is supposed to have taken place;

- b. more than 12 months have elapsed between the incident, or the latest incident, giving rise to the complaint and the making of the complaint and there is either no good reason for the delay has been shown or injustice would likely to be caused by the delay;
- c. the matter is already the subject of a complaint;
- d. the complaint discloses neither the name and address of the complainant nor that of any other interested person and it is not reasonably practicable to ascertain such a name or address;
- e. the complaint is vexatious, meaning it is possible to demonstrate that the complaint is being made without basis and intends to cause worry, upset, annoyance or embarrassment;
- f. the complaint is oppressive, meaning the complaint is made without foundation and is intended or is likely to result in burdensome, harsh or wrongful treatment of the person complained against;
- g. the complaint is an abuse of the procedures for dealing with complaints, such as where it can be demonstrated that the complaints system is being misused or manipulated to influence another process or outcome; or
- h. the complaint is repetitive. A complaint is repetitive if, and only if:
  - i. it is substantially the same as a previous complaint (whether made by or on behalf of the same or a different complainant), or it concerns substantially the same conduct as a previous conduct matter;
  - ii. it contains no fresh allegations which significantly affect the account of the conduct complained of;
  - iii. no fresh evidence, being evidence which was not reasonably available at the time the previous complaint was made, is tendered in support of it; and
  - iv. as regards the previous complaint or conduct matter, either
    - A. the IOPC took the steps required by regulation 26(2) of the 2012 Regulations (action in response to an investigation report);
    - B. the complaint was informally resolved;
    - C. the complainant withdrew the complaint; or
    - D. the Chief Executive decided to handle the complaint in whatever way they saw fit.

- 2.16. Where the Chief Executive decides that a complaint should be handled otherwise than in accordance with the informal resolution procedure or no further action should be taken in relation to a complaint, the Chief Executive shall notify the Complaints Sub-Committee in writing of the pertinent details of the complaint and the decision and the grounds on which the decision was made.
- a. Where the Sub-Committee does not object to such a decision within five clear working days of receipt of such a notification, the Chief Executive shall notify the complainant and the person complained against of the decision and the grounds on which it was made.
    - i. Where no further action is to be taken in relation to a complaint, the Chief Executive shall record the complaint as complete.
  - b. Where, within five working days of receipt of a notification of the type described in this paragraph 2.16, a majority of members of the Sub-Committee object to the Chief Executive's decision, the complaint and any associated documentation shall be remitted by the Chief Executive to the Sub-Committee.
    - i. Where the Sub-Committee objects to a decision to disapply the informal resolution process, it shall apply the process to the complaint.
    - ii. Where the Sub-Committee supports disapplication but objects to how the Chief Executive intends to handle a complaint, it may handle the complaint as it sees fit.

Where a complaint is remitted to the Sub-Committee, the Chief Executive shall notify the complainant and person complained against and provide them with the Panel Support Officer's contact details.

### 3. Informal resolution

- 3.1. Under regulation 28(3) of the 2012 Regulations, the Panel has delegated the Panel's powers and duties under Part 4 of the 2012 Regulations to the Complaints Sub-Committee.
- 3.2. A complaint which is to be subject to informal resolution may at any time be remitted to the Panel as whole if the Panel is of the opinion that would lead to a more satisfactory resolution of the complaint. In such a case, references in part 3 of this Protocol to 'Sub-Committee' shall have effect as though they read 'Panel'.
- 3.3. The Sub-Committee may not investigate a complaint which is to be subject to informal resolution.
  - a. The steps described in subparagraphs 3.4 (b) and (c) below and inviting the person complained against to make representations to the Sub-Committee during the consideration of a complaint does not amount to investigation. However, any

other step intended to gather information about the complaint, other than inviting the comments of the complainant and the person complained against, will amount to investigation

- 3.4. Where a complaint is to be handled under the informal resolution procedure, the Panel Support Officer shall:
- a. arrange a meeting of the Sub-Committee to consider the complaint, ordinarily **within six weeks** of the complaint being remitted to the Sub-Committee;
  - b. write to the complainant with information on the informal resolution procedure and associated timescale and an invitation to provide written comments in respect of the complaint within a period of **two weeks**. Where the Panel Support Officer considers there to be grounds on which the Sub-Committee may determine the complaint to have already been satisfactorily dealt with, they shall also invite the complainant to make representations in that respect;
  - c. following receipt of any comments from the complainant, write to the person complained against with information on the informal resolution procedure and associated timescale and an invitation to provide comments or information in respect of the complaint and any comments received from the complainant, within a period of **two weeks**. Where the person complained against chooses not to comment on the complaint, that fact shall be entered into the record of the complaint by the Chief Executive; and
  - d. By no later than five clear working days from the date of the relevant meeting of the Complaints Sub-Committee, compile a report including:
    - i. the pertinent details of the complaint;
    - ii. any comments or information received in respect of the complaint under subparagraphs (b) and (c) above;
    - iii. the fact of any failure by the person complained against to provide comments in respect of the complaint;
    - iv. the complaint in full and any associated documentation;
    - v. the Terms of Reference of the Complaints Sub-Committee;
    - vi. the Complaints Protocol; and
    - vii. the code of conduct of the person complained against.

*Considering the complaint*

- 3.5 The matters for the Sub-Committee to determine in considering a complaint will ordinarily be:

- a. whether the complaint has already been satisfactorily dealt with (in determining this, the Sub-Committee shall have regard to any relevant comments received from the complainant); and, if not
- b. whether the complaint relates to conduct which constitutes an identifiable breach of the code of conduct of the person complained against; and, if so
- c. what course of action is most likely to secure informal resolution of the complaint.

#### *Remedies*

- 3.6 Courses of action which are likely to secure the informal resolution of the complaint include:
  - a. the person complained against or Panel Support Officer writing an explanatory letter to the complainant;
  - b. a change of policy by the Police and Crime Commissioner for Surrey or their Office; or
  - c. the person complained against providing a written apology to the complainant.
    - i. No apology may be tendered on the behalf of the personal complained against unless they have admitted the conduct in question and has agreed to the apology.

#### *Recording and sharing the outcome of the informal resolution process*

- 3.7 The Panel Support Officer shall as soon as practicable make a record of the outcome of the informal resolution process and send a copy of that record to the complainant, the person complained against and Chief Executive.
- 3.8 The Sub-Committee shall not publish any part of any such record unless:
  - a. the Sub-Committee has given the complainant and person complained against opportunity to make representations in relation to the proposed publication; and
  - b. the Sub-Committee, having considered any such representations, is of the opinion that publication is in the public interest.

#### **4. Withdrawal and discontinuation**

- 4.1. Where the Chief Executive receives notice in writing, from a complainant, or person acting on their behalf, that the complainant withdraws their complaint or does not wish any further steps to be taken in consequence of their complaint, the Chief Executive shall record that fact and notify the Panel Support Officer; and the notification shall be complied with.



- a. Where the Panel or Panel Support Officer receives any such notification, they shall refer the notification to the Chief Executive.
  - b. Where the Chief Executive receives such a notification in respect of a complaint which has been referred to the IOPC and not been referred back, they shall notify the IOPC.
- 4.2. Where a complainant indicates that they wish to withdraw their complaint or does not wish any further steps to be taken in consequence of their complaint, but the complainant fails to provide notification to that effect in writing signed by him or on his behalf, then:
- a. the Chief Executive shall write to the complainant to ascertain their wishes; and
  - b. if the complainant indicates that he wishes for the complaint to be withdrawn or for no further steps to be taken in relation to it, or if the complainant fails to reply within 21 days, the Chief Executive shall treat the indication as though it was a signed notification, and shall record the complaint as closed and notify the person complained against and the Panel Support Officer.
  - c. Where the Sub-Committee or Panel Support officer receives such an indication, they shall refer it to the Chief Executive.
- 4.3. Receipt of a notification or indication of the type described above does not affect the duty on the Chief Executive, Panel, Sub-Committee and Support Officer to refer to the IOPC any matter which relates to conduct which appears to constitute or involve the commission of a criminal offence.

## 5. Complaints about the Panel

- 5.1. A person who is not satisfied with the outcome of a complaint handled by the Surrey Police and Crime Panel may make a complaint to the Local Government and Social Care Ombudsman: <https://www.lgo.org.uk/>

## 6. Miscellaneous

- 6.1. Part VA and Schedule 12 of the Local Government Act 1972 are applied to the Police and Crime Panel and Complaints Sub-Committee by The Police and Crime Panels (Application of Local Authority Enactments) Regulations 2012.
- 6.2. The Panel Support Officer shall maintain a log of all key actions taken by the Panel or Sub-Committee in relation to a complaint and keep the Chief Executive informed of such actions.
- 6.3. The Panel, Sub-Committee and Panel Support Officer may seek legal advice from the Panel's host authority in respect of a complaint at any time.

- 6.4. The Panel, Sub-Committee, Chief Executive and Panel Support Officer shall discharge their functions under this Protocol expeditiously and with care.
- 6.5. Where, at any time, it becomes apparent to the Panel, Sub-Committee or Chief Executive that a complaint appears to involve the commission of a criminal offence by a relevant office holder, they shall refer the matter to the IOPC and take no further action in relation to it unless the matter is referred back by the IOPC.



## SURREY POLICE AND CRIME PANEL

### RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2023/24

29 JUNE 2023

#### SUMMARY

This report sets out the Terms of Reference and suggested membership for the Police and Crime Panel Finance Sub-Group.

The Panel is asked to reconstitute the Finance Sub-Group for 2023/24.

#### RECOMMENDATIONS

The Police and Crime Panel is asked to:

1. Agree the Terms of Reference for the Finance Sub-Group attached at Annex A.
2. Appoint the following members to the Finance Sub-Group for the 2023/24 Council year, filling the vacancies:
  - Chairman (TBC) **ex-officio**
  - Vice-Chairman (TBC) **ex-officio**
  - Vacancy
  - Vacancy
  - Vacancy
  - Independent Member - Mr Martin Stilwell

#### 1 INTRODUCTION

1.1 The Police Reform & Social Responsibility Act 2011 gives the Police and Crime Panel the responsibility to review the Police and Crime Commissioner's precept.

1.2 This report sets out the proposed Terms of Reference and membership for a Finance Sub-Group to support the Panel in fulfilling its functions in relation to the budget and precept.

- 1.3 The Panel is requested to reconstitute the Sub-Group for the 2023/24 municipal year.
- 1.4 The report does not propose any changes to the Terms of Reference of the Sub-Group, although the Panel may make any changes it considers appropriate.

## **2 CONTEXT**

- 2.1 One of the functions of the Surrey Police and Crime Panel is to review the Police and Crime Commissioner's annual precept and, having considered the proposed precept, together with any supporting documentation:
  - a) agree the precept without qualification or comment;
  - b) support the precept and make comments or recommendations concerning the application of the revenues generated;
  - c) veto the proposed precept.
- 2.2 This is one of only two areas where the Panel has a power of veto (with a two-thirds majority) and therefore is a significant responsibility for the Panel.
- 2.3 There is a strict timetable laid down within the regulations dictating the respective roles of the Commissioner and the Panel.
- 2.4 Whilst the timescales for next year's precept setting process have not yet been confirmed, it is likely that the Panel will likely only have limited time to consider the Commissioner's precept proposals.
- 2.5 In order to ensure that this does not impact on the Panel's ability to scrutinise the budget in the necessary level of detail, it is recommended that a Sub-Group of members again be constituted to lead on the financial aspects of the Panel's role. Terms of Reference for the Sub-Group are included at Annex A and are unchanged from when they were first agreed in 2012/13.

## **3 MEMBERSHIP**

- 3.1 Given the terms of reference and to draw on the expertise of the Panel, it is recommended that members of this Sub-Group have the relevant financial skills and/or experience.
- 3.2 The Chairman and Vice-Chairman will be ex-officio members of this Sub-Group providing additional support and capacity as necessary.

## 4 CONCLUSION AND RECOMMENDATIONS

- 4.1 The Panel is asked to agree the Terms of Reference (attached at Annex A) and membership as at set out on the first page of this report.

## 5 REASONS FOR RECOMMENDATIONS

- 5.1 The Surrey Police and Crime Panel has a duty to ensure they hold the Police and crime Commissioner to account and review the Precept. The recommendations contained in this report will help to ensure that this responsibility is fulfilled.

## 6 WHAT HAPPENS NEXT

- 6.1 The Sub-Group will meet with the Office of the Police and Crime Commissioner before the next Precept is set to better understand the full detail of the Surrey Police Budget.

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## **SURREY POLICE AND CRIME PANEL FINANCE SUB-GROUP**

### **TERMS OF REFERENCE**

#### **Purpose**

To monitor and review the Surrey Police and Crime Commissioner's budget proposals (including the proposed precept) and make recommendations to the Panel as appropriate.

#### **Membership of the Group**

3-6 members of the Surrey Police and Crime Panel.

Chairman and Vice-Chairman of the Panel will be ex-officio members of the Sub-Group.

#### **Roles/Functions**

- To develop a good understanding of the Surrey Police budget.
- To question/challenge the Commissioner about the financial information provided in support of the precept and identify any further information which might be required, so that any issues can be addressed at an early stage.
- To carry out detailed scrutiny of specific budget issues as necessary.
- To provide a steer to the Commissioner and/or the Surrey Police and Crime Panel on action to be taken to address any budget issues identified.
- To lead the discussion when budget issues are discussed by the full Panel, ensuring that other members of the Panel have a good understanding and can make informed decisions.