

**MINUTES** of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 24 November 2023 at Woodhatch Place, Reigate, Surrey, RH2 8EF.

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

**Members:**

(\*Present)

Cllr Harry Boparai  
Cllr Alex Coley\*  
Cllr Richard Smith  
Cllr Daniella Newson\*  
Cllr Richard Wilson  
Cllr Paul Kennedy\*  
Cllr Victor Lewanski\*  
Cllr John Robini (Chairman)\*  
Mr Martin Stilwell (Vice-Chairman)\*  
Cllr Barry J F Cheyne\*  
Cllr Ellen Nicholson\*  
Cllr Nick Prescott\*  
Cllr Keith Witham\*

**67/23 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from Harry Boparai, Richard Smith, and Richard Wilson.

**68/23 MINUTES OF THE PREVIOUS MEETING: 28 SEPTEMBER 2023 [Item 2]**

The Minutes were agreed as a true record.

**69/23 DECLARATIONS OF INTEREST [Item 3]**

None were received.

**70/23 PUBLIC QUESTIONS [Item 4]**

1. A Public Question was received from Councillor Claire Malcomson on the number of Police Community Support Officers (PCSOs) in Surrey. An advance response had been provided in writing by the OPCC. Cllr Malcomson was invited to ask one supplementary question. The Cllr asked about recruitment, the target for PCSOs in Surrey and whether the low PCSO salary discouraged applicants. The Councillor also asked for an explanation as to why the Chief Constable described

PCSOs as 'back-office staff'. The Commissioner contested the accuracy of the points made and committed to respond in writing.

*Action 1: OPCC to provide an answer to Cllr Malcomson's supplementary question in writing.*

## **71/23 CHAIRMAN'S COMMENTS [Item 5]**

### **Witnesses:**

Councillor John Robini, Chairman of Surrey Police and Crime Panel

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

1. The Chairman raised the subject of the upcoming budget and precept discussions noting the challenge of maintaining and delivering services in the context of increased inflation and funding constraints. The *Policing your Community* events were receiving good feedback. The Chairman encouraged Panel members and the public to attend their local meeting.
2. The Vice-Chairman provided an overview of the recent Police and Crime Panel Conference in Coventry. This was an extremely positive and useful event and provided a lot of good ideas that will be discussed with members of this Panel.

## **72/23 APPOINTMENT OF CO-OPTED INDEPENDENT MEMBER [Item 6]**

### **Witnesses:**

Councillor John Robini, Chairman of Surrey Police and Crime Panel

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

1. The Panel were invited to approve the appointment of Ms Juliet Fryer.

### **RESOLVED:**

The Panel approved the appointment of Ms Juliet Fryer to the vacant role of co-opted independent member of the Surrey Police and Crime Panel for a four-year term.

## 73/23 IT STRATEGY UPDATE [Item 7]

### Witnesses:

Anthony Croxford, Chief Digital and Information Officer (Surrey & Sussex Police)

### Key points raised during the discussion:

1. The Chief Digital and Information Officer gave a presentation of Surrey Police's IT Strategy, outlining priorities, challenges, technology principles and opportunities.
2. The Chair raised concerns around national IT capabilities. The Chief Digital and Information Officer explained that many national capabilities were already in place such as with the police national database, police national computer (PNC), ANPR and CAID. The challenge was around the replacement of older systems which had to be kept alive pending implementation of new national replacements.
3. The Chair noted technological improvements in facial recognition technology but questioned if any influence could be brought to bear to achieve a cross-county CCTV policy. The Chief Digital and Information Officer answered in the affirmative from a technology perspective and explained that work was underway to set up a CCTV governance board across the two forces to address these issues. 16 different video management systems are currently in use and there is a real opportunity to simplify and standardise CCTV and to minimise technical diversity. A convergence roadmap is being drawn up. The Chairman asked for the Panel to be given regular updates. This was an important matter and a subject of great interest to the Panel.

*Action ii: OPCC/Support Officer to schedule update/s on the CCTV convergence roadmap.*

4. A Member questioned the spending requirement and timeline for the IT Strategy and how far the Force was on or off the budget. The Chief Digital and Information Officer explained that the in-year budget for revenue is in a good place with an underspend of around half a million of the £18.1 million budget because of a successful renegotiation of license costs. From a capital perspective, an overspend of around £200,000 was expected because of investments that were not budgeted for in the NICHE case management capability for Surrey. For 2024/25 and beyond there is currently a committed spend of £2.6 million for 2024/5, going up to £3 million in outer years. However, this

was not the full and final spend which was subject to clarity on funding for change programmes.

5. The Member asked when Epsom would be allowed to use the DISC app system, already in use in Guildford, to report business crime. The Commissioner clarified that the DISC system was not owned by Surrey Police, therefore there was no role for the police to dictate its rollout, although they were continuing to assess the usefulness of the system. The Commissioner added that retail crime could be reported via social media channels in addition to 101 and 999. The Member asked for Surrey Police to help remove any blockers to reporting through DISC, and specifically for a 101 email address to switch on the system in Epsom.
6. A Member referred to a recent internal audit report on 26<sup>th</sup> September 2023 that found only limited assurance in the Force's database management system. What weaknesses had been identified and what actions are being taken to address those? The Chief Digital and Information Officer explained that the shortfalls were around controls, measures, and standardisation. The Officer said they had several different teams across DDaT (Digital Data and Technology Strategy) doing the same tasks but slightly differently and recorded in different ways which made it difficult to manage effectively. Work was underway to remove inconsistencies and create a more standard way of working, for example in updating or patching systems. All actions had been completed on time or were on track for completion by end of year. The Officer outlined a positive and constructive relationship with the internal audit team and a desire to get real value from the audit process.
7. A Member questioned why Police volunteers are not told about IT updates, resulting in major problems logging on to systems remotely and getting through to IT support to try and resolve the issues. The Chief Digital and Information Officer stated he was not aware of this issue but had contacted the lead for volunteers and the service manager to get it resolved.

*Action iii: Chief Digital and Information Officer to resolve the volunteer issue raised by the Vice Chairman.*

## **74/23 PROGRESS ON POLICE AND CRIME PLAN 2021-2025 [Item 8]**

### **Witnesses:**

Lisa Townsend, The Police and Crime Commissioner for Surrey

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

1. The Commissioner provided a brief overview of the progress on the police and crime plan.
2. A Member questioned how the Commissioner would rate the Police and Crime Plan's five objectives on a RAG scale. The Member also asked which, out of the five objectives, was the most challenging. The Commissioner stated that although the RAG scale has its place, it would not be helpful to use it in this instance. On the second point, the Commissioner noted that shoplifting had become a particular challenge with its rise nationally but that a robust plan was in place to tackle the issue. The Commissioner was particularly proud of the work that had been achieved on VAWG, Road Safety (via the Vanguard Team) and in providing comprehensive transparency to the public via the datahub.
3. A Member asked how the Commissioner would ensure that any learning or success from the safer streets project was applied across the county. What plans were there for "levelling up" across the rest of Surrey and beyond the towns selected. The Commissioner explained that criteria set by the Home Office for Safer Streets funding had been very specific, which limited those areas which could receive it. However, all work was overseen via standard reporting mechanisms which ensured oversight of delivery and successes and that the community safety lead worked closely with all the community safety partnerships to ensure learning is shared.

## **REDUCING VIOLENCE AGAINST WOMEN AND GIRLS IN SURREY**

4. A Member noted that convictions for sexual violence in Surrey and the wider UK are extremely low and questioned the OPCC's role in implementing Operation Soteria. The Commissioner underlined that the OPCC was the main funder of local support services for victims of crimes such as rape, sexual abuse and stalking offences, and had a close relationship with the force working on violence against women and girls to ensure effective implementation of Op Soteria. This involved ensuring that Surrey Police works closely with local services and that the right

conversations are taking place. The Commissioner stated her determination to drive up convictions for violence against women and girls but also acknowledged that not every victim wants a criminal justice outcome. It was important that the force remained victim-led. The Head of Performance and Governance explained that Surrey has a good relationship with local providers and a number of third sector organisations are co-located within police teams which helps improve the force's knowledge, skills and understanding around the needs of victims.

5. A Member questioned whether the objective of reducing violence against women and girls was being met. The metrics provided suggested that the number of violent domestic abuse and serious sexual assault cases were higher than two years ago, while solved rates were unchanged for violent domestic abuse and significantly lower for serious sexual assaults. The Commissioner explained that the rolling 12-month average for serious sexual offence cases was down from 2,130 a year ago to 2,006, but cases of domestic violence were up. Domestic abuse and sexual offences tended to be underreported so the focus was on encouraging victims to come forward. An uptick in reporting was to be welcomed. The Commissioner also highlighted that the 12-month rolling graphs used a non-zero baseline which meant a small fluctuation in numbers could seem exaggerated.
6. A Member asked how the perception of safety after dark for female respondents was surveyed and questioned what safeguards were in place to ensure that the trend data was reliable. The Commissioner explained that the data was pulled from the joint neighbourhood survey, a telephone survey carried out by market research specialist. The Head of Performance and Governance explained that their aim was to survey 6,000 residents per year and offered to share the methodology.

*Action iv: OPCC to share methodology for 'Safety after Dark survey'.*

## **PROTECTING PEOPLE FROM HARM IN SURREY**

7. A Member asked how long it will be for the 'Right Care Right Person model' to take effect and when there would be a drop in the burden on Surrey Police. The Commissioner stated that it would take time but that the partnership agreement was signed earlier in the summer and a national toolkit had been developed by the National Police Chief's Council. The purpose of the new

partnership agreement was to ensure all parties were clear how to work together to deliver the right services or response in the right way. The Commissioner stressed that that Police would not stop attending incidents where there was a crime or a threat to life. The national framework has four phases; getting response right around concern for welfare; walkouts from health care facilities; transportation of patients; and addressing Section one-six of the Mental Health Act. The Commissioner explained the aim to implement these phases by June 2024. After the first week of implementation the Met saw a 13% reduction in the burden on policing from mental health related incidents. A similar reduction was hoped for in Surrey.

8. A Member questioned why serious violence, crime and knife crime are not being reported on as metrics under the priority of 'Protecting people from harm in Surrey'. The Commissioner expressed that the data chosen was a collection of measures to help convey the progress that had been made. If there was more specific data the panel wanted to look at, this could be provided. A Member queried if there was a way to align the data so that what appears on the data hub is consistent with what is being reported by the Chief Constable. The Head of Performance and Governance explained that the data hub predominately uses force data. Work was underway to develop new force metrics reflecting the Chief Constable's new vision and priorities.
9. A Member referred to the downward trajectory of overall victim satisfaction, with 55% of victims satisfied with Surrey Police, down from 65% in July 2022. The Member asked if there was concern that the objective of protecting people from harm was therefore not being met. The Commissioner underlined that victim satisfaction varied across different crime types. The Commissioner conveyed that for quarter one for 2023/24, hate crime victim satisfaction was 77.8% and for residential burglary it was 82.8%. The Commissioner expressed that most people's experience in initial contact with the force was positive, but there had been an overall decline in satisfaction levels, and there are specific areas where attention was needed. The Commissioner underlined the two key areas of focus: **actions taken** – what happens to victims after the initial call and **keeping the victims informed** with regular updates through their cases and managing expectations. Better communication with the public was an issue consistently raised at the community events. A dedicated discussion between the Commissioner and Chief

Constable was planned for the new year. The Panel would be updated.

10. A Member questioned what services had been put in place to protect vulnerable and older people from fraud and cybercrime and whether the OPCC was satisfied that cyber-crime prevention was adequately addressed in everyday policing. The Commissioner outlined the joint Surrey/Sussex Police Operation aimed at protecting vulnerable people from fraud. Op Signature was considered best practice and the gold standard nationally. Fraud and cybercrime had become more complex and deceptive, especially with the use of A.I. Two vulnerable victim fraud case workers, funded by the OPCC, were now embedded within the victim and witness care unit and provided secondary visits and ongoing safeguarding to those at medium/high risk. The Commissioner highlighted the rise of romance fraud which cost the County £2m in the last year. Most of the victims are originally approached via dating apps, Facebook and WhatsApp.
11. The Member queried if there was sufficient digital forensics investigation capability or if Surrey Police was reliant on Metropolitan Police capability. The Head of Governance and Performance referenced a HMICFRS report looking specifically at this issue. Surrey was not in a bad place. The report would be circulated to the Panel.

*Action v: OPCC/Scrutiny Officer to circulate a HMICFRS report on Surrey Police's digital forensics with the Panel.*

## **WORKING WITH SURREY COMMUNITIES SO THEY FEEL SAFE**

12. A Member stated that crime volumes for residential burglary, serious violence, knife crime and violent crime were higher than two years ago and questioned whether the objective of working with Surrey communities so they feel safe, was being met. The Commissioner explained that there had been a return to historical trends pre covid which has skewed figures. The non-zero baseline used in the graphs made the fluctuations seem bigger than they were. Residential burglary crime was 2,732 this year compared to 2,737 last year.
13. A Member asked about the anti-social behaviour action plan. The Commissioner explained that the new method for collecting ASB data covered all incidents of anti-social behaviour (ASB), including those where there was no police involvement. The drop in victim satisfaction for ASB does not therefore reflect on



police performance however it does, underline that there is a problem. The Commissioner explained that steps had been taken including funding for a dedicated service for people experiencing ASB. OPCC continues to support and play a vital role in the ASB case review process and is engaging with the ministry of justice to ensure that victims of persistent ASB are recognised in the upcoming Victims and Prisoners bill. The Commissioner clarified that although OPCC is not part of the immediate 'hotspot' policing trials, the intention is for the model to be rolled out in 2024. The Chief Constable has a renewed focus on ASB and this has been a key topic in recent *policing your community* events. The Commissioner highlighted 101 and digital methods for reporting anti-social behaviour where a police response is required.

14. A Member raised a question on PCSO visibility, their community engagement and how it can be improved. The Commissioner highlighted the value of PCSOs and stated there are more PCSOs coming in, but that the Force is struggling to recruit.

15. A Member queried what progress had been made to support Surrey's retail and business community and asked for clarification on how to assess the business sector's level of confidence in Surrey policing in the absence of a metric. The Commissioner explained that the Chief Constable had made retail crime a priority. The Head of Performance and Governance expressed that retail crime was recorded by the force, but that retail employees did not always feel that it was worth reporting, which was a potential issue. The Member questioned if there was a metric that could be used to show where retail/business crime had involved violence against an employee. The Head of Performance and Governance offered to speak to the head of the data-warehouse to look it.

*Action vi: OPCC to feed request for violent retail crime metric into part of the wider work to develop new metrics for the Chief Constable's force strategy.*

## **STRENGTHENING RELATIONSHIPS BETWEEN SURREY POLICE AND RESIDENTS**

16. A member referenced the Grade 1 response compliance in the report and questioned why it had suffered a drop since last year with only 41% of priority calls receiving a police response within 15 minutes (September 2023). The Member also questioned what steps had been taken to ensure that the drop in service is

quickly addressed. The Commissioner explained that response had been a challenge. The aim was to attend at least 90% of Grade 1 incidents within 15 minutes but the average response time was 16 minutes. The Commissioner explained that there had been a 39% increase in Grade 1 incidents which had outstripped their capabilities. The Commissioner asserted confidence that performance could be pulled back in the right direction. The biggest new joiner cohort was currently going through training and their first allocation would be with response teams. Additionally, the 'Right Care Right Person' project would have an impact.

17. The Member also questioned the similar situation with 999 call performance with only 80% of calls answered within 10 seconds (September), against a national target of 90%, and asked if this was a training issue. The Commissioner explained that again there has been more demand and not enough resource to support it with 999 calls increasing nationally by 5% and by 15% in Surrey. The contact centre had hit establishment figures but there was a capability lag.

18. A Member asked whether Surrey County Council's abolishment of the Joint and Local committees has made it harder to provide local engagement on road safety issues and meet public expectations. The Commissioner highlighted the challenge in Surrey and for the nation where 7 people per day die on the roads. A lot of good work was being done to address this including via 'Surrey Road Safe', embedding the Roadsafe system and improving road safety around HGV lorries.

19. The Chairman raised a question over public confidence in Surrey Police which was significantly lower than two years ago (down from 85- 81%). The Chairman asked whether this reflected a problem with Surrey Police's relationships with residents or national concerns, particularly around trust in the Met police. The Commissioner said it was difficult to disentangle concerns around the Metropolitan police force and dissatisfaction with the wider criminal justice system which could spill over into dissatisfaction with Surrey police. The Commissioner expressed determination to improve public confidence in policing in Surrey.

## **ENSURING SAFE SURREY ROADS**

20. A Member questioned if there were plans to host more live showings of Safe Drive Stay Alive. The Commissioner explained that Surrey Fire and Rescue undertook a review of this project,

looking into its short and long-term impact, the decision was to move away from the scheme. Conversations were happening to find an alternative but there are no planned events right now. The Commissioner reassured the panel that the money the OPCC received would be spent on other relevant schemes such as the 'Drive Fit' campaign.

21. A Member queried table 7.10 from the report which suggested that numbers of people killed or seriously injured were consistently higher than 2 years ago, and asked if the Commissioner would accept that the objective of ensuring safer Surrey roads was not being met. The Commissioner stated that Covid has skewed figures. The latest figures from the rolling 12-month volume for August 2023 for those killed and seriously injured on roads, was 661 which was down from 771 from the previous year. This suggested the objective was being met, but there was still a long way to go.
22. The Member asked for more information on Operation Tramline. The Commissioner stated that this operation had been successful. The scheme would replace Safe Drive Stay Alive, but there is a lot of work to do.

#### **RESOLVED:**

- I. The Surrey Police and Crime Panel applauds the achievements of the OPCC as set out in the report including securing additional Safer Streets funding to tackle crime and anti-social behaviour, plus £2 million in funding for a new Domestic Abuse Hub in Surrey. Both will make a real difference to Surrey residents. However, we note with some concern the drop in Grade 1 response compliance. **The Surrey PCP recommends that the Commissioner prioritises resolution of this issue working with the Chief Constable and that the issue of Grade 1 response compliance remains on the agenda of forthcoming Performance meetings until such a time as there is a marked and sustained improvement in performance.**
- II. The Surrey Police and Crime Panel notes that the focus of the Report is on highlighting activities of the OPCC but questions whether the public may wish to see a more balanced assessment of progress against Police & Crime Plan priorities. **The Surrey PCP recommends that the next Police and Crime Plan update (due April 2024) more directly addresses the priority areas of concern raised**

**by residents (as reflected in community events) in addition to reporting on the successes of the OPCC.**

*Cllr Nick Prescott and Mr Martin Stilwell left at 11.59 am.  
Cllr Nick Prescott and Mr Martin Stilwell returned at 12.03 pm.*

### **75/23 HMICFRS PEEL INSPECTION [Item 9]**

1. The publication of this report has been delayed to December and will be reported to the Panel in the new year.

### **76/23 SERIOUS VIOLENCE DUTY [Item 10]**

#### **Witnesses:**

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

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

1. A Member asked what aspects of the new approach would most benefit Surrey Police and policing outcomes in Surrey. The Commissioner explained that the aim of the Serious Violence Duty was to ensure that local agencies were more focussed on tackling the key drivers of serious violence and reducing the multiple risk factors that contribute, such as deprivation, early life trauma, emotional and physical health. The Head of Performance and Governance added that the OPCC had good relationships with their community safety partners and experience of implementing similar projects in the past. The project was statutorily based, which increased its chance of success. There were no particular concerns over its delivery.
2. The report stated that local policing bodies were responsible for allocating grant funding for authorities under the duty and encouraged to have a convening role. A Member asked how they see this funding allocation operating and whether the OPCC's convening role should include a remit to monitor the success of the partnership and/or to intervene if necessary. The Commissioner explained that the OPCC would monitor success through the establishment of a Serious Violence Reduction Partnership, bringing together senior leaders from those authorities with responsibilities under the Duty. An operational board would also support partners to fulfil their roles as set out in the duty. The Commissioner also explained that the office had a

role in monitoring the success of the grant and associated interventions and would use its significant experience in commissioning and monitoring grants to perform this duty. The Head of Performance and Governance outlined ongoing work to develop a dashboard to give stakeholders and organisations oversight of funding sources and spend to ensure parity of delivery and accountability. He offered to share this dashboard with the Panel.

*Action vii: The Head of Performance and Governance to look into sharing the Serious Violence Duty dashboard with the panel.*

## **77/23 ESTATES UPDATE [Item 11]**

### **Witnesses:**

Lisa Townsend, Police and Crime Commissioner for Surrey

Kelvin Menon, Chief Finance Officer, OPCC

Damian Markland, Head of Performance and Governance

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

1. A Member questioned if CCTV monitoring for Reigate Police station had been relocated. The Commissioner confirmed that it had. A Member suggested that it would be helpful to understand more about the plan for estates. The Commissioner explained that future plans would be brought to the Panel where appropriate.
2. A Member asked what the estimated costs were and when the planning application would be submitted for the redevelopment of Mount Browne. The Commissioner explained that the planning application was due to be submitted in the new year and that it was all on track. The Commissioner highlighted that the next estates board meeting would take place before Christmas and that the re-development of Mount Browne would be self-funded. The Chief Finance Officer explained that the costs had risen from around £90 million to £95 million because of inflation. The Officer highlighted that the team had been working on re-engineering the development plan and had managed to reduce it by £5 million.
3. A Member questioned why no survey was undertaken of the condition of Reigate Police station either as part of the previous "Building the Future" plan for the closure of the station or before a decision was made last year to abandon that plan and retain the station. The Commissioner explained that the problem with

Reigate Police Station was only identified in recent months when the presence of Reinforced Autoclaved Aerated Concrete was identified. The Member asked if it was normal for surveys to be undertaken. The Chief Finance Officer explained that compliance checks are done for health and safety, but that they don't routinely undertake full architectural and building surveys.

4. A Member requested an overview of the divisional housing hub proposals. The Commissioner stated that progress had been made. The housing strategy was approved in 2022. This set out proposals looking at a housing hub to provide a mix of one and two bed flats for new staff and officers in each of the divisions. The Commissioner explained that this was in the early stages of feasibility planning. Further detail would be provided to the Panel in due course.

*Action viii: Housing Strategy to be added to Forward Work Plan.*

**RESOLVED:**

The update was noted by the Panel.

**78/23 SURREY POLICE GROUP FINANCE REPORT [Item 12]**

**Witnesses:**

Lisa Townsend, Police and Crime Commissioner for Surrey  
Kelvin Menon, Chief Finance Officer, OPCC

**Key points raised during the discussion:**

1. There was a discussion around the year-to-date figures and the Police Pension Fund.
2. A Member asked about the figures for the Surrey camera partnership. The Chief Finance Officer explained that this related to courses for speeding. The extra income was used for road safety initiatives.
3. A Member queried the amount of money sent by the OPCC to the Council for treasury management purposes. This had increased from £33 million in March to £43 million in September as shown in the Audit and Governance Committee report. The Member questioned why the Commissioner would seek to increase council tax or reduce staff numbers when the funds in question were almost triple the savings needed for the next four years. The Chief Finance Officer explained that the amount of money deposited with Surrey was dependent on their cashflow

requirements which did not evenly spread over the year. The Officer highlighted that the level of reserves was currently around £30 million (total reserve). This represented around 10% of their budget to deal with any contingencies (approx. one month's worth of activity). In terms of general fund reserves only, this amounted to 3% of overall running costs which was quite low. The four-year Medium-Term Financial Strategy showed that at least £15.6 million in savings was required to balance the budget going forward. This was substantial. Surrey Police was going through an intensive transformation programme in several different areas and so it would not be prudent to not retain these reserves to deal with the future pressures. The Chief Finance Officer explained how Surrey's position on reserves compared to that of police forces across the country. On 31<sup>st</sup> March 2022, Forces held a level on average 13% of their net revenue expenditure (NRE) as reserves. This contrasted with Surrey County Council which held 44% of its NRE as reserves and English Districts 164%. For Surrey Districts this figure rose to 349% of NRE. Hence in this wider context the level of Surrey Police reserves does look to be prudent.

4. A Member suggested it would be helpful to be clear when discussing the precept that we are not looking at raising council tax to go straight into policing, it is about resilient funding and reserves, and planning for the future. The Chief Finance Officer partly disagreed and said that the precept was about ongoing sustainability and maintaining services year to year rather than increasing reserves. In addition, if a portion of the reserves was used to fund the budget, rather than increasing the precept, services would be maintained in the short-term but there would be a funding gap in the longer term when the reserves ran out which would lead to further savings being required.

**RESOLVED:**

The panel noted the content of the report.

*Cllr Nick Prescott left at 12.30 pm.  
Cllr Nick Prescott returned at 12.37 pm.*

## **79/23 SURREY PCP BUDGET MID-YEAR CLAIM 2023 [Item 13]**

### **Witnesses:**

Officer: Clare Madden- Scrutiny Officer (SCC)

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

1. The Scrutiny Officer gave a brief overview of the report. The Chairman questioned if there were any comments on how they would spend the budget mid-year claim. The Scrutiny Officer stated they are going to develop thoughts around training for the panel which would come with associated costs and encouraged Panel members to submit expense claims.

### **RESOLVED:**

The Panel noted the report.

## **80/23 PCC FORWARD PLAN AND KEY DECISIONS [Item 14]**

### **Witnesses:**

Lisa Townsend, Police and Crime Commissioner for Surrey

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

1. A Member questioned when a decision on the charging policy would be ready to be signed, to which the commissioner remarked that it had been signed the day before this Panel meeting.
2. A Member asked what the revised Collaboration Agreement for the Minerva programme had set out at Decision number 24. The Commissioner clarified that it is the contractual agreement between Surrey Police that they have in place nationally and is used by a lot of other forces. The Commissioner explained that the decision helps to rationalise the support that is made available by the developer.
3. A Member queried if there were any updates on the timing of the Surrey Fire and Rescue Review and whether it was still on the agenda. The Commissioner confirmed it is still on the agenda and they are expecting an update on it in the new year.
4. A Member queried the review of unsocial hours referenced in internal audit papers. The Chief Finance Officer clarified that this



was to do with the payment of unsocial hours allowances, where some people had been paid allowances when they shouldn't have been.

**RESOLVED:**

The Panel noted the report.

**81/23 COMMISSIONER'S QUESTION TIME [Item 15]**

**Witnesses:**

Lisa Townsend, Police and Crime Commissioner for Surrey

**Key points raised during the discussion:**

1. The Member stated that it was unrealistic to expect individual district and borough councils to present the police with a cohesive vision for CCTV in Surrey and stated that it would be helpful to have a framework in place and greater clarity as to how much that will be valued by Surrey Police. The Commissioner expressed there wasn't much to add to what had been provided in writing and reaffirmed her position that CCTV was not the silver-bullet for policing. A member flagged that Epsom and Ewell Borough Council had produced a comprehensive CCTV policy which other Boroughs and Districts were welcome to use.

**82/23 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 16]**

**Witnesses:**

Officer: Clare Madden-Scrutiny Officer (SCC)

1. No complaints received.

**RESOLVED:**

The Panel noted the report.

**83/23 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 17]**

**Witnesses:**

Officer: Clare Madden-Scrutiny Officer (SCC)

**Key points raised during the discussion:**

1. The Scrutiny Officer invited any suggestions from panel members for the Forward Work Programme. The Officer underlined a couple of possible items for future scrutiny including a review of force culture conduct and vetting, which Panels were encouraged to undertake at the recent Annual Police and Crime Panel conference.
2. The Chairman said that anti-social behaviour should be looked at as this kept being raised locally. Rural crime should also be on the agenda and as well as deaths on Surrey roads. A Member commented that Safer Streets Funding tends to focus on urban areas, but it is important that rural areas aren't missed out.

### **RESOLVED:**

That the Police and Crime Panel agreed to include the following items in the Forward Work Plan and for further scoping work to be undertaken (with OPCC) to ensure that they fall within the Panel's remit, that the request adds value and is proportionate in terms of the work required of the OPCC in delivering the request, and to schedule the items accordingly:

- a) Review of Force Culture, Conduct and Vetting** - A review and update to provide reassurance to the public around these issues and the steps taken by the Commissioner to hold the Chief Constable to account.  
*Background: The Panel received an update on Force Culture and Conduct in April 2022. Since then, the HMICFRS Inspection of vetting, misconduct and misogyny in the Police Service has been published (November 2022) and the Baroness Casey Report into the standards of behaviour and internal culture of the Metropolitan Police Service (March 2023). The National Association for Police and Crime Panels has encouraged all PCPs to scrutinise the response to these issues.*
- b) Anti-Social Behaviour and Rural Crime** - a focused look at performance against Priority 3 in the Police and Crime Plan – 'Working with Surrey Communities so that they feel safe' and specifically the objectives to reduce anti-social behaviour and to tackle rural crime. This review could pick up on implementation of the governments new ASB action plan and work by the OPCC to support victims and communities.
- c) Deaths on Surrey Roads Update** – progress against the Police & Crime Plan objective to ensure safe surrey roads.

*Action ix: Scrutiny Officer & OPCC to meet to discuss Forward Work Plan and agree how to take these items forward.*

**84/23 DATE OF NEXT MEETING [Item 18]**

Public Panel Meeting- Friday 2, February 2023

**Meeting ended: 1pm**

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**Chairman**

