

Notice of Meeting

Surrey Police and Crime Panel



@SCCdemocracy

Date & time Thursday, 20 June 2024 at 10.30 am	Place Woodhatch Place, Reigate, Surrey	Contact Jake Chambers, Scrutiny Officer 07971 663 794 Jake.Chambers@Surreycc.gov.uk
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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 Jake Chambers, Scrutiny Officer on 07971 663 794.

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:

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

Members

Cllr Shanice Goldman	Epsom & Ewell Borough Council
Cllr Paul Kennedy	Mole Valley District Council
Cllr James Baker	Reigate & Banstead Borough Council
Cllr Barry Cheyne	Elmbridge Borough Council
Cllr Mike Smith	Runnymede Borough Council
Cllr Danielle Newson	Guildford Borough Council
Cllr John Robini	Waverley Borough Council
Cllr Richard Wilson	Surrey Heath Borough Council
Cllr Ellen Nicholson	Woking Borough Council
Cllr Tony Burrell	Spelthorne Borough Council
Cllr Rebecca Paul	Surrey County Council
Cllr Richard Smith	Tandridge District Council
Ms Juliet Fryer	Independent Member
Mr Martin Stilwell	Independent Member

PART 1 **IN PUBLIC**

1 ELECTION OF CHAIRMAN

The Panel is asked to elect a Chairman for the year 2024/25.

2 ELECTION OF VICE-CHAIRMAN

The Panel is asked to elect a Vice-Chairman for the year 2024/25.

3 APOLOGIES FOR ABSENCE

The Chairman to report apologies for absence.

4 MINUTES OF THE PREVIOUS MEETING: 2 FEBRUARY 2024

(Pages 1 -
14)

To approve the minutes of the meeting held on (2 February 2024) 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 (Thursday 13 June 2024).

Note:

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

7 INTRODUCTION FROM THE SURREY POLICE AND CRIME COMMISSIONER 2024-2028

Following the England and Wales Police and Crime Commissioner (PCC) elections on Thursday 2 May 2024, Lisa Townsend was re-elected as Police and Crime Commissioner for Surrey for 2024-2027.

The PCC will provide a verbal update.

8 SURREY POLICE AND CRIME PANEL ANNUAL REPORT 2023-2024 (Pages 15 - 32)

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 during June 2023 - May 2024 (up to the elections).

9 PCC DECISIONS AND FORWARD PLAN (Pages 33 - 38)

This report provides information on the formal decisions taken by the PCC from January 2024 and details of the OPCC's ongoing Forward Plan for 2024/25.

10 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME (Pages 39 - 54)

To review the Recommendations Tracker and Forward Work Programme.

11 RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2024/25 (Pages 55 - 72)

The Panel is asked to reconstitute the Complaints Sub-committee for 2024/25.

12 RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2024/25 (Pages 73 - 76)

The Panel is asked to reconstitute the Finance Sub-group for 2024/25.

13 DATE OF NEXT MEETING

The next public meeting of the Police and Crime Panel will be held on Thursday 26 September 2024.

14 CONFIRMATION HEARING: APPOINTMENT OF A DEPUTY POLICE AND CRIME COMMISSIONER FOR SURREY (Pages 77 - 90)

Following notification from the Surrey Police and Crime Commissioner of her intention to appoint the preferred candidate, Miss Ellie Vesey-Thompson as Deputy Police and Crime Commissioner for Surrey, the Surrey Police and Crime Panel has a responsibility to hold a Confirmation Hearing, in accordance with Schedule 1 of the Police Reform and Social Responsibility Act 2011.

Note:

See Appendix C for the Surrey Police and Crime Panel - Confirmation

Hearing Protocol for the Deputy Police and Crime Commissioner for Surrey.

See Item 16 - *The Panel will hold a closed session in Part 2 to agree its recommendation to the Surrey Police and Crime Commissioner.*

15 EXCLUSION OF THE PUBLIC

Recommendation: To resolve that the public be excluded from the meeting during the following item of business, as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during that item there would be disclosure to them of exempt information within Paragraph 3 of Part I Schedule 12A to the Local Government Act 1972, being information relating to the financial or business affairs of any particular person (including the authority holding the information) and, further, that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

While there may be a public interest in disclosing this information, namely openness in the deliberations of the Panel in determining its recommendation regarding the proposed appointment, it is felt that, on balance, this is outweighed by other factors in favour of maintaining the exemption, namely enabling a full discussion regarding the merits of the proposed appointment.

16 CLOSED SESSION: TO DISCUSS THE PROPOSED APPOINTMENT OF A DEPUTY POLICE AND CRIME COMMISSIONER FOR SURREY

The Panel will hold a closed session in Part 2 to agree its recommendation to the Surrey Police and Crime Commissioner.

Confidential: Not for publication under Paragraph 3

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

17 PUBLICITY OF PART 2 ITEMS

To consider whether the item considered under Part 2 (Exempt) of the agenda should be made available to the press and public.

Michael Coughlin
Interim Head of Paid Service

Published: Wednesday, 12 June 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 2 February 2024 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*

Ms Juliet Fryer*

1/24 APOLOGIES FOR ABSENCE [Item 1]

None received.

2/24 MINUTES OF THE PREVIOUS MEETING: 24 NOVEMBER 2023 [Item 2]

Minutes were accepted as a true record.

3/24 DECLARATIONS OF INTEREST [Item 3]

None declared.

4/24 PUBLIC QUESTIONS [Item 4]

None received.

5/24 CHAIRMAN'S COMMENTS [Item 5]

The Chairman noted the upcoming Police and Crime Commissioner elections and reminded attendees that there should be no political point scoring in the Panel session.

6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]

Witnesses:

Lisa Townsend, Surrey Police and Crime Commissioner (PCC)
Ellie Vesey-Thompson, Deputy Police and Crime Commissioner
Damian Markland, Head of Performance and Governance

Key points raised during the discussion:

1. Regarding the PEEL inspection finding that '*the force doesn't always identify repeat and vulnerable victims*', a Member asked if the Force could use best-practice from other Forces to establish the right questions to ask when calls were received. The Commissioner explained that on the 22 February 2023, Surrey Police had upgraded to a new command and control system called SmartSTORM. This had brought several benefits, such as identifying repeat callers. In December 2023, the contact question set was changed, to ensure operators were identifying repeat callers. This was being dip-checked by the Quality Control Team to ensure compliance.
2. A Member asked about the new deployment and grading system and whether the Force was revising down its ambition and targets to improve its chance of compliance. The Commissioner explained that once the final model had been agreed, the OPCC would provide further detail. The main change to the model was more gradings to allow for a more nuanced service. Currently, there was a disparity in attendance times between the different grades. Grade 1 deployment required attendance as fast as possible, Grade 2 within 60 minutes, and Grade 3 within 72 hours. The new model would move from four deployment types to six.

Action i: The Commissioner to update the panel on the new deployment and grading system, once complete.

3. A Member noted the concern of HM Inspector Roy Wilsher that call performance for both 999 and 101 answering times had deteriorated despite being highlighted as '*areas for improvement*' (AFIs) in the last inspection report. The Commissioner responded that staffing data for the call contact centre had previously been shared with the panel and the challenges of staff attrition were well noted. The contact centre was now back to over establishment and was in a place of service stabilisation. A recent update on contact centre performance highlighted that at the busiest times, 999 and 101 call performance was now well within the national target. The Commissioner was confident that performance improvements would be sustained.

4. A Member asked about the call abandonment rate for 101 calls in March 2023, which had a 12-minute average waiting time. The Head of Performance and Governance explained that the abandonment rate for December 2023 stood at 17.3%, which was a historic low. They had high call-back success rates, at 99.2%. The Member asked if the messages that encourage people to use alternative digital reporting channels, adding to waiting times. The Head of Performance and Governance explained that the Force would continue to explore how to deal with channel shifting and was aware of the impact it had on wait times and call abandonment rates.
5. Regarding concerns raised around how the Force recorded anti-social behaviour (ASB), a Member asked if the Commissioner was surprised or disappointed by the result that “the force is failing to record most crime and to tackle antisocial behaviour effectively” and what changes the Force was seeking, to ensure ASB would be effectively recorded and tackled. The recently established bi-monthly ASB performance board was addressing concerns around ASB recording and investigating improvements. It would bring accountability and oversight across departments involved in ASB and oversight of tackling issues identified, in quarterly audits, which would drive compliance. The Head of Performance and Governance added that the Force was engaging with West Yorkshire Police Force, who were recording and tackling ASB well. The Force was looking at their mechanisms, processes and borrowing training packages for staff to help improve the recording of ASB.

Action ii: The Commissioner to pass onto the Chief and Borough Commanders that Public Space Protection Orders are something that can be implemented in boroughs and districts if there is a particular problem with ASB.

6. A Member asked about continuing problems with the way Surrey records sexual offences, previously noted in the 2018 inspection as an AFI (*area for improvement*). In terms of processes, the Head of Performance and Governance explained that the Force had since put in place an improved audit function, looking specifically at sexual offences, to ensure they were being recorded correctly. The December 2023 data portrayed a 12.9% error rate, which was a marked improvement from the 66.6% error rate that the PEEL inspection identified. There was a new performance framework being embedded. The OPCC response to the PEEL inspection, due to be published shortly, would include a more detailed explanation of the new processes that the Force was putting in place.
7. A Member asked about HMICFRS findings on force culture issues and developing a positive workplace, which had been assessed as *requires improvement*. The Member asked what further reassurance the PCC would seek to ensure improvements were made in the areas highlighted in the report. The Commissioner explained that the Force were reviewing several areas including case-load supervision and suitable one-to-one support through the

line management system. The results from the internal employee opinion survey were expected in February 2024, and following a review, a further plan would be developed. The Member asked if the internal employee opinion survey was the first in three years. The Head of Performance and Governance explained that there had been various internal surveys on different issues over the years but that, in terms of a formal Force satisfaction survey, it was the first in three years.

8. A Member asked if there were plans to ensure that the category of 'Protecting vulnerable people' would improve, following its *adequate* rating. The Commissioner explained that the Force was not in a bad place. The Force was recording well, and the Force's support offer was considered good, with good areas of practice, including the use of stalking prevention orders. The Commissioner confirmed that further discussion with the Force would take place, and it was an area less about significant revision and more about refinement. The findings of the inspection were useful and would be used when talking to the Force.
9. Given the issues highlighted in the inspection report, a Member asked if the current scrutiny arrangements had been working effectively. The Head of Performance and Governance explained that scrutiny arrangements were multileveled. At the top level there was a formal scrutiny programme and scheduled meetings with the Chief and Deputy Constable to evaluate specific issues. The data hub made information available to the public. The OPCC were embedded on most Force performance and governance boards, which provided direct information of the challenges facing the force, which aided the building of the scrutiny work programme. The Commissioner added that almost all areas highlighted in the inspection report already had a plan in place for improvement. The Commissioner was attending meetings with the Chief Constable at least once a week, and was meeting frequently with other officers, and was confident that the OPCC had robust scrutiny arrangements in place.
10. Regarding reoffending rates, a Member asked what plans could be developed to further improve upon schemes such as Checkpoint Plus. The Commissioner explained that a lot of work was happening to ensure the Force was making best use of this scheme. The Head of Performance and Governance brought attention to the published reoffending strategy on the OPCC's website and explained that accommodation-based services were a pressure point when it came to reducing reoffending, with the national cost increases. The Chief Executive (OPCC) explained that this issue would get more focus over coming months as part of the government's anti-social behaviour action plan under the proposed Immediate Justice Scheme. The Deputy Police and Crime Commissioner added that the women's strategy forum in Surrey specifically looks at reducing initial offending, reoffending and the impact offending had on children.

Action iii: The Head of Performance and Governance to circulate the reoffending strategy.

11. A Member asked if there were any efforts being made to increase the number of people who sign up to schemes aimed at reducing reoffending and what the strategy was for those that do not. The Chief Executive (OPCC) explained that it depended on the scheme. There was an element to the Checkpoint plus scheme, where if a person did not complete the intervention, then there was the risk of prosecution. In terms of immediate justice, there was less of a compulsion to take part, but those who had been involved in the pilot schemes in other force areas had reported good rates of engagement.

Resolved:

That the Surrey Police and Crime Panel

- I. Notes the update provided and looks forward to the formal response to the Inspection being published imminently. The Panel will issue its formal response to the inspection once this is received.
- II. Notes that the Inspection report highlights areas of good performance (preventing crime, managing offenders) but also a number of areas for improvement that have been highlighted by the Panel including around call performance and response compliance. Expresses its concern that 'responding to the public' is currently assessed as *inadequate* and asks the Commissioner to report to the Panel in June 2024 on progress addressing this and other 'Areas for Improvement', and on assurances sought from the Chief Constable. Further notes the importance of ensuring Surrey Police is equipped and resourced to address these concerns.
- III. Highlights that although the Force is experiencing challenges in the way it responds to the public via its contact centre, considerable efforts have been made by the Chief Constable to respond to broader concerns raised by residents over shop lifting and in public *policing your community* events. This has led to increased operational focus in areas important to the public which is to be commended.
- IV. Welcomes Surrey Police's relatively high use of Community Resolutions because it reduces reoffending. However, the Chief Constable is right to prioritise increasing the charge rate, which is the lowest in the country. Hopefully, this can be done without charging offenders who would be more appropriately dealt with by Community Resolutions.
- V. Urges the Commissioner to ensure that the Force continues to improve solved rates and that the quality and professionalism of the police is maintained.

7/24 SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH EIGHT OF FINANCIAL YEAR 2023/24 [Item 7]

Witnesses:

Lisa Townsend, Surrey Police and Crime Commissioner (PCC)

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

Key points raised during the discussion:

1. A Member asked if there had been any change to the assessed risk of Surrey issuing a section 114. The Chief Finance Officer explained that the risk was low for Surrey Police. The Force would have to make significant savings, which would be achievable when compared with the overall budget, but it might result in operational impacts.
2. A Member asked where the majority of the £1.9 million overspend in overtime, which offset the projected underspend in staff salaries (£1.7 million), was occurring and if the OPCC was expecting this trend to continue in 2024/25. The Chief Finance Officer explained that it was a challenge for the Force. Overtime had risen both for police staff and police officers. For officers it was in areas such as specialist crime, firearms officers, and custody officers, who had supported Operation Safeguard. For Staff, the largest element of overtime was in contact services, due to vacancies. The overtime in contact was expected to reduce because the team was now over establishment. Police officer overtime was expected to continue as those officers had specialist skills and there were shortages in investigative officers and detectives. The Deputy Chief Constable chairs an overtime working group looking at ways to reduce overtime, taking into account the cost and wellbeing of officers.
3. A member asked if answers could be provided to written questions submitted in the context of the Panel's Finance Sub-group. Regarding revenue generation, the member asked what accounted for the largest element of unexpected income. The Chief Finance Officer explained it was Operation Safeguard, which involved prisoners being put in custody facilities after sentencing before being moved to a prison because of prison overcrowding. Operation safeguard had now ended. A further £0.7 million was income for seconding officers to regional units and around £0.5 million was income was to do with interest rates being higher than anticipated and the sale of vehicles.

Action iv: The Chief Finance Officer to provide answers to questions provided from a member of panel and finance sub-group.

4. The Member asked for confirmation that while the headline underspend was £1.1 million, the actual underspend was £3.2 million because reserves that were expected to be used were not. The Chief Finance Officer explained that

the Force had managed to deliver some of the efficiencies, that were to be due in 2024/25, earlier. This meant the Force had not needed to use all the cost of change reserve as originally anticipated. This reduction in use of the reserves was a one-off benefit as the money would be put be used for further transformation and cost of change activities to drive savings for future years. The Member asked how much of the income received was budgeted for and if any provision was made for mutual aid. The Chief Finance Officer explained that there was provision £19m in the budget for grants and income.

5. A member asked if the overachievement in the Force's savings target for 2023/24 was the early results of the transformation and change programme. The Chief Finance Officer explained that some of the savings were to do with the change programme, such as the restructure of people services and changes to shift patterns. Some of the savings had come through the renegotiation of contracts, such as software licenses and Operation Polar Bear, which was to do with reducing energy in facilities. Therefore, there were several initiatives that drove the underspend, and those savings would be carried forward into 2024/25.
6. A Member asked about the requirement for capital to fund productivity improvements and net zero in the future, and if it would be done through external borrowing. The Chief Finance Officer explained that the government did not provide any capital funding to Forces. There was a campaign by the National Police Chief's Council (NPCC) and the Association of Police and Crime Commissioners (APCC) to address this. The Force would try to fund some capital costs out of revenue. Where there was a clear business case for investing to save (e.g. through solar) the Force could potentially borrow to finance it. However, the amount of funding the Force would need to meet the net zero target, for example through introducing electric vehicles, would be substantial and so this would need to be addressed by government at a national level.

Resolved:

The committee noted the report.

8/24 2024/25 POLICE BUDGET AND PROPOSED PRECEPT [Item 8]

Witnesses:

Lisa Townsend, Surrey Police and Crime Commissioner
Ellie Vesey-Thompson, Deputy Police and Crime Commissioner
Kelvin Menon, Chief Finance Officer & Treasurer (OPCC)
Nathan Rees, Head of Communications and Engagement (OPCC)

Key points raised during the discussion:

1. A Member asked for clarification on the key findings of the public consultation. The Head of Communication (OPCC) explained that 41% supported the £13 precept increase, 11% supported a £12 increase, 2% supported a £11 increase, 7% supported a £10 increase and 39% supported an increase under £10. Overall, 61% of respondents supported a precept rise of £10 or above.
2. A Member asked how many police staff posts the Force would cut if a lower precept was implemented. The Chief Finance Officer explained that the Force would be looking at other ways to make efficiencies and savings before reducing staff. A precise figure could not be provided but each £1 on council tax represented around £0.5 million, which represented around 12 staff posts.
3. A Member queried if it was expected that most Police and Crime Commissioners would be recommending the £13 precept increase. The Commissioner explained that the government had assumed in its funding allocation announcement that all Forces would increase by the maximum amount of £13. The Commissioner's understanding following discussions with other Commissioners was that they would be seeking the £13 precept increase, apart from in Wales who were seeking more.
4. A Member asked about the 2024/25 proposed revenue budget increase of 7.3% on the current year, which was above inflation and above the pay rise. The Chief Finance Officer explained that the largest element of the increase was the result of the 7% pay rise and increase in pension employer contributions. The Member asked about the £7.1 million of savings required from the revenue budget in 2025/26. The Chief Finance Officer explained that there were plans to address the savings required in 2025/26 including via transformational reviews in criminal justice, rationalising evidence stores and work to streamline paper-based processes. It would be a challenge and there was a risk that savings could be pushed into future years. The Chief Finance Officer explained that an impact on services in 2025/26 was a possibility but work was being done to minimise this. This could also be impacted by a change, such as receiving a larger grant, but the prediction could only be based on the current estimates.
5. A Member queried the current anticipated underspend, and historic underspends against the budget and suggested this cast doubt on whether the full precept increase was needed. The Chief Finance Officer explained that underspends were generally a one-off and had arisen out of specific circumstances. In 2022/23 it was the phasing of recruitment, particularly for uplift officers whereas in the current year it was more to do with additional income. The factors driving the underspends were not considered to be recurrent and hence could not be assumed for future years. Unfortunately, due to the capping rules it was not possible to make up any shortfall in funding

through Council Tax in future years and so a more prudent approach was therefore necessary.

6. The Member highlighted that borough and district councils are constrained in the amount they could increase council tax, whereas the amount the Police and Crime Commissioner could increase had generally been more generous. The Member queried if taking the maximum council tax increase in this context was appropriate. The Chief Finance Officer acknowledged that districts and boroughs were more constrained but explained that Surrey Police were the lowest proportionately funded police force in the country. This meant council tax was relied upon more to fund policing than in other counties. Districts and boroughs also had the ability to raise their own income for example through parking charges and other discretionary services whereas the Force did not have the same ability.
7. A Member asked how confident the OPCC was around the assumptions made on non-pay inflation and what scale of additional financial challenge further inflationary rises would present. The Chief Finance Officer explained that for 2024/25, non-pay inflation had been assumed at 3%, which was in line with the government's inflation target. 1% on non-pay would add about £600,000 in costs, which was equivalent to about £1.20 on council tax. If this happened the Force would initially look to try to absorb this, such as by renegotiating contracts or buying less, but it could result in staff reductions.
8. A Member asked if the Chief Constable had proposed any specific areas for increased focus and investment if the precept was increased to the maximum amount and how the OPCC would ensure that progress would be robustly monitored. The Commissioner explained that the Chief Constable was looking to deliver the core elements of his vision, which was set out in paragraphs 32 and 33 of the report. For residents, this would include answering calls faster; responding to victims more quickly; increasing the number of offenders charged and crimes detected; improving the response to violence against women and girls, including domestic abuse; maintaining visibility and responding robustly to public concerns about lawlessness. The Force was in the process of agreeing a set of quantitative indicators which would include a baseline and targets for the various objectives of the Chief Constable's plan. These would be finalised shortly. An update could be provided at the next Panel meeting.
9. In relation to an increase in the OPCC's net operating costs of 11.4% in the next year, a Member asked if the Commissioner had considered making any savings in office costs for example through savings in public relations or doing without a deputy. The Commissioner explained that none of the increase in operating costs were due to any change in the office size, it was the result of increases in current staff wages in line with the police pay rise. The Chief Executive (OPCC) explained that the Surrey OPCC was still one of the smallest in the country and

it would not be the right time to make any significant changes to the structure of the office right before an election, although any new incumbent may wish to revisit it.

10. A member asked about the 10% vacancy factor budgeted for Police Staff in 2024/25 and how this compared to the current vacancy position of around 13%. The Chief Finance Officer explained that the current level of vacancies in Police Staff was due to challenges in recruitment. Some areas of the Force had a vacancy margin of zero, for example in the contact service, whereas others had a higher factor depending on its operational risk. An element of the transformation work would look to convert excess vacancies into permanent reductions in staffing to embed savings. The areas with the highest current vacancies relate to specialist crime, particularly in forensics, people services and learning and development. Putting police officers into vacant staff posts was something the Force wanted to avoid unless it made sense operationally.
11. In respect of the police funding formula, a Member asked what the Commissioner thought the reasons were for the Home Office treating Surrey unfairly. The Commissioner explained that she did not think the Home Office treated Surrey unfairly but that it was the result of an old funding formula that had been in place for too long. An assumption could not be made that any potential change to the funding formula would benefit Surrey, although the Commissioner hoped Surrey would receive a better deal. The Member highlighted past comments by the Commissioner that she could persuade the government to change the funding formula to make it more favourable. The Commissioner stated that ministerial commitments had been made to change the funding formula, and numerous members of the Home Office believed this would happen.
12. A Member asked about reduced estate costs and remote working, and if a financial contingency had been considered if there was a drive to more office-based work. The Commissioner explained that many of the Force's staff and Officers could do some work remotely, but some areas such as contact, investigations and forensics could not be done remotely. The future estates plan does assume a smaller footprint which would lead to an increased utilisation of space, from the current 32% to 86%, and a reduction in square meters per person, from 14 to 8, bringing the Force more in line with national trends. This reduction in estate operating costs would be needed to fund the re-development of HQ.
13. A Member noted support for the precept proposal which equated to around 25p per week extra for a Band D property. This represented good value for money for Surrey residents. A Member asked about the assumption made that the referendum limit for a precept rise in future years would be set at 2% and asked where this figure had come from. The Chief Finance Officer explained that the OPCC had to make a best guess, but it could be higher or lower.

14. Summarising, the Chairman noted his support for the Police as an ex-police officer, but also his appreciation that this was a difficult time for residents many of whom were struggling financially. The Chairman agreed with the comments made publicly by the PCC that the central government funding formula was unfair and that council tax payments of Surrey residents should not be relied upon, disproportionately, to fund the force, as was currently the case.
15. The Chairman noted the recommendation in the report - *That the Panel endorse the Surrey Police and Crime Commissioner's proposal to increase the Precept for a Band D property by £13 (being a 4.2% increase) to £323.57 in 2024/25* – and invited Panel members to vote. A recorded vote was requested. Members were asked to vote 'yes' (to endorse the precept), 'no' or to 'abstain' with the results as follows:

Cllr Barry J F Cheyne- Yes
 Cllr Alex Coley- No
 Cllr Daniella Newson- No
 Cllr Paul Kennedy- No
 Cllr Victor Lewanski- Yes
 Cllr Nick Prescott- Yes
 Cllr Harry Boparai- No
 Cllr Keith Witham- Yes
 Cllr Richard Wilson- No
 Cllr Richard Smith- Yes
 Cllr Ellen Nicholson- No
 Mr Martin Stilwell (Vice-Chairman)- Yes
 Ms Juliet Fryer- Yes
 Cllr John Robini (Chairman)- No

16. Seven members voted for the proposal and seven against. With the Chairman's casting vote the majority did not support the precept proposal and the meeting was adjourned for private deliberation by the Panel around potential use of the Panel veto. Summarising this discussion, the Chairman explained that following a lively private debate the result was unchanged and the requirement for a veto to be agreed by two-thirds of the Panel membership was not met.

Resolved:

That the Surrey PCP records:

- I. That a majority of the Surrey Police and Crime Panel (which included the Chairman's casting vote) did not approve the PCC's proposal to increase the Band D Surrey Police and Crime Commissioner Precept by £13 to £323.57.

- II. That the requirement for a veto to be agreed by two-thirds of the Panel membership (which equates to 10 Panel members) was not met.
- III. That the Panel accepted that the PCC's proposal to increase the Band D Surrey Police and Crime Commissioner Precept by £13 to £323.57 will come into effect.
- IV. That the Panel expresses disappointment at the government settlement and the unfair funding formula which places a disproportionate burden on Surrey residents to fund the Force. This lack of appropriate level of government funding should be resolved and is a more appropriate way to meet Surrey's needs in the long term.
- V. That the Panel would formally report to the Commissioner noting its concerns and reasons for Panel members not supporting the proposed precept (by 8 February).

Action v: Cllr Witham asked for the Panel's conclusion around the unfair funding formula which places a disproportionate burden on Surrey residents to be circulated to Surrey MPs.

9/24 PERFORMANCE AND ACCOUNTABILITY MEETINGS [Item 9]

Resolved:

The Panel noted the report.

10/24 PCC FORWARD PLAN AND KEY DECISIONS [Item 10]

Resolved:

The Panel noted the report.

11/24 COMMISSIONER'S QUESTION TIME [Item 11]

Witnesses:

Lisa Townsend, Surrey Police and Crime Commissioner
Alison Bolton, The Chief Executive and Monitoring Officer (OPCC)

Key points raised during the discussion:

1. A Member asked if the OPCC was just a recipient of the Joint Neighbourhood survey or if it was jointly contracted. The Head of Performance and Governance explained that the survey was jointly contracted by Surrey County Council and Surrey Police, and both pull their respective pieces of data out of it.
2. A Member asked if there was currently a backlog with vetting and what percentage of vetting completions the Force was currently at. The Chief

Executive (OPCC) explained that the levels of backlog the Force had a few months ago had been reduced. There was a backlog but there were no delays of the same level.

3. A Member asked if the Commissioner was satisfied that the distribution of ANPR cameras was effective to support the objectives in the Commissioner's plan. The Commissioner believed that what was in place was effective, but there would always be room to do more and the OPCC would always support more resources and measures.

Action vi: The Chief Executive (OPCC) to provide the details of the vetting backlog.

12/24 COMPLAINTS RECEIVED SINCE LAST MEETING [Item 12]

Key points raised during the discussion:

1. No complaints were received.

Resolved:

The Panel noted the report.

13/24 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 13]

Resolved:

The Panel noted the tracker and forward work programme.

14/24 DATE OF NEXT MEETING [Item 14]

The next Panel meeting will be held in June 2024. The April session to be cancelled as it falls within the pre-election period for Police and Crime Commissioner elections.

Meeting ended: 13:18

Chairman

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**SURREY POLICE AND CRIME PANEL****SURREY POLICE AND CRIME PANEL ANNUAL REPORT
2023-2024****20 JUNE 2024****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 2023 to May 2024 (up to the local elections).

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

The last one has been a significant year for the Panel. Police and Crime Commissioner (PCC) elections took place on 2 May 2024, with Lisa Townsend achieving re-election as the Surrey Police and Crime Commissioner. We welcome her continued dedication to the role and the continuity that we hope this will bring to her approach to the numerous outstanding issues faced by Surrey Police.

The PEEL Review of Surrey Police was published by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) on 6 December 2023, detailing several recommendations for Surrey Police, especially around 'Responding to the public', where the Force was rated 'Inadequate'. The Panel hopes to continue helping achieve better outcomes for Surrey by acting as a critical friend of our PCC, and I look forward to continuing this tradition to the end of helping Surrey Police be a trustworthy and efficient organisation.

We also welcome the new members of the Police and Crime Panel and thank those that have moved onto other things for their time and hard work.



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 (host authority)
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, seeking to work in a constructive manner with the post-holder with a view to supporting the effective exercise of their 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	Cllr John Robini (Chairman)
Tandridge District Council	Cllr Richard Smith (Vice-Chairman)
Surrey County Council	Cllr Keith Witham
Elmbridge Borough Council	Cllr Barry Cheyne
Epsom & Ewell Borough Council	Cllr Alex Coley
Guildford Borough Council	Cllr Danielle Newson
Mole Valley District Council	Cllr Paul Kennedy
Reigate & Banstead Borough Council	Cllr Victor Lewanski
Spelthorne Borough Council	Cllr Harry Boparai
Surrey Heath Borough Council	Cllr Richard Wilson
Runnymede Borough Council	Cllr Mike Nick Prescott
Woking Borough Council	Cllr Ellen Nicholson
Independent Member	Mr Martin Stilwell
Independent Member	Ms Juliet Fryer

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 at each year's annual meeting in June.

4. MEETINGS

The Panel holds five public meetings per year in which the Police and Crime Commissioner for Surrey is invited to answer questions posed by the public and Panel members. The Panel also holds one informal meeting with the Chief Constable each 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 2023-2024:

- 29 June 2023, 10.30am – Annual meeting
- 28 September 2023, 10.30am
- 24 October 2023, 10.30am – Informal meeting
- 24 November 2023, 10.30am
- 2 February 2024, 10.30am – Budget meeting

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 2023/24:

29 June 2023: Annual Meeting

❖ ELECTION OF A CHAIRMAN

The panel agreed the appointment of Cllr John Robini as the Chairman of the Surrey Police and Crime Panel for the year 2023/24. His appointment was unopposed.

❖ ELECTION OF A VICE-CHAIRMAN

The panel appointed Mr Martin Stillwell as the Vice-chairman of the Surrey Police and Crime Panel for the year 2023/24 after a vote.

❖ POLICE AND CRIME COMMISSIONER FOR SURREY ANNUAL REPORT 2023/24

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:

- Concern about staff retention and measures intended to address this.
- Decreases in the level of measured Victim Satisfaction rates against the previous year.
- The forecast underspend and use of surplus funds.

RESOLVED

The Panel agreed to write formally to the PCC with any comments and recommendations regarding the Annual report.

Action:

The Panel formally wrote to the PCC with comments and feedback raised in the discussion and recommended that:

- The report should include an overall assessment of performance for each of the 5 police and crime plan objectives.
- The report should include an overview of the state of the force, of police performance in the round and of the challenges ahead.

- The report should include progress against Rural Crime objectives including tackling rural crime and making rural communities feel safe.
- The report should address value for money given the extremely difficult financial environment for residents and police services and the PCC's statutory duty to secure an effective and efficient police force.

❖ **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 2024/23. Key points raised during discussion included:

- Adding the Unaudited Financial Plans to the appropriate Forward Plans
- The Home Office White Paper on Fire and Rescue Service governance.

❖ **SURREY POLICE AND CRIME PANEL ANNUAL REPORT 2022/23**

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 2022 to May 2023 (up to the local elections).

❖ **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:

- Concerns with the Information Commissioner's Office (ICO) about capture of personal data on the suspicious activity portal.
- Potential future governance changes to the Surrey Fire and Rescue Service.
- PCSO numbers, and the distinction between 'strength' and 'establishment' figures.

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

One complaint was referred to the Police and Crime Panel for resolution by the Chief Executive Officer of the Office of the Police and Crime Commissioner. However, under advice the handling of this complaint was postponed until the reestablishment of the Complaints Sub-Committee later at this meeting.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the recommendations tracker and forward work programme.

❖ **RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2023/24**

The following members were appointed to the Complaints Sub-Committee of the Surrey Police and Crime Panel for the year 2023/24:

- Councillor John Robini – Chairman
- Councillor Martin Sitwell – Vice-Chairman
- Councillor Ellen Nicholson
- Councillor Victor Lewanski
- Councillor Barry Cheyne
- Independent Member – tbc

It was confirmed that another independent member would be recruited to the vacant post.

❖ **RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2023/24**

The following members were appointed to the Finance Sub-Group of the Surrey Police and Crime Panel for the year 2023/24:

- Councillor John Robini – Chairman
- Councillor Martin Sitwell – Vice-Chairman
- Councillor Paul Kennedy
- Councillor Barry Cheyne
- Councillor Nick Prescott
- Independent Member

28 September 2023:

❖ **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. Issues raised during the discussion:

- BAME and female representation, against targets and attrition rates, on Surrey Police Force.
- Attrition rates amongst probationers, the *Police Now* programme and police detective capacity.
- The Officer uplift programme and the impact of police 'staff' vacancies.
- Contact centre operator capability.

❖ **MEDIUM TERM FINANCIAL FORECAST (MTFF) UPDATE 2024/25 TO 2027/28**

Each year, as part of the budget setting process, a Medium-Term Financial Plan (MTFP) is prepared by the OPCC 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 £15.6 m would be required up to March 2027. The Panel were invited to note the challenge that this would present.

❖ **COMMISSIONER'S QUESTION TIME**

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

- Community Sentence Treatment Requirements and the current conditions of probation delivery units
- The Pegasus industry group, established to review Police policy on shoplifting
- PCSO recruitment levels and adequacy to support rural communities.

❖ **SURREY POLICE GROUP UNAUDITED FINANCIAL REPORT FOR 2022/23**

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 2023. The report compared the Group financial results with the budgets approved by the PCC in February 2022 for the financial year 2022/23

❖ **PCC FORWARD PLAN AND KEY DECISIONS**

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.

❖ **COMMISSIONING UPDATE**

This report updated the Panel on how Home Office competed funds are used to commission new projects and services for Surrey residents when secured. Funds competed for were the Preventing Violence Against Women and Girls (VAWG) and Supporting Children "What Works" Fund, and the Perpetrators Intervention Fund.

❖ **INDEPENDENT CUSTODY VISITOR SCHEME ANNUAL REPORT 2022-23**

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. Items raised in the discussion included:

- Changes implemented in response to the joint HMICFRS & HMIP report into Surrey Police's Custody Services
- Capacity of Criminal Justice Liaison Diversion Service staff and the new Custody Scrutiny Panel.
- The work of volunteers for the Independent Custody Visitor Scheme.

❖ **PERFORMANCE MEETINGS**

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.

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

Since the last Panel meeting, 6 complaints relating to the conduct of the Police

and Crime Commissioner for Surrey had been received, and the Complaints Subcommittee supported the Chief Executive of the OPCC's recommendation to disapply them in each case.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the recommendations tracker and forward work programme.

24 November 2023:

❖ **CHAIRMAN'S COMMENTS**

The Chairman raised the expected challenge to service delivery in light of the upcoming budget and precept, while the Vice-chairman gave an overview of the recent Police and Crime Panel Conference in Coventry.

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

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

❖ **IT STRATEGY UPDATE**

The Chief Digital and Information Officer for Surrey and Sussex Police gave a verbal update on the IT Strategy. Points raised in the discussion included:

- The challenge to replacement of older systems and implementing new nationally mandated replacements.
- The opportunity to simplify and standardise CCTV and to minimise technical diversity by way of a convergence roadmap.
- Arrangement of CCTV governance boards to standardise CCTV systems across the county and best take advantage of improvements in facial recognition technology.

❖ **PROGRESS ON POLICE AND CRIME PLAN 2021-2025**

The report set out the progress made towards achieving the outcomes of the 2021-25 Police and Crime Plan since the last update to the Panel in June 2023.

Key issues raised in the discussion were:

- Grading of progress towards objectives and challenges posed by shoplifting.
- Reducing Violence Against Women and Girls (VAWG) and Operation Soteria.
- The '*Right Care Right Person*' model
- The recent overall decline in the levels of satisfaction reported by victims of crime.
- The rise of cybercrime and digital fraud (such as romance fraud), measures to combat this and OPCC capacity.
- The drop in Grade 1 response compliance and public confidence in Surrey policing.
- Developments surrounding road safety campaigns and targets.

RESOLVED

The Panel made resolutions regarding Grade 1 response compliance and the need for a marked and sustained improvement in performance.

❖ **SERIOUS VIOLENCE DUTY**

This report set out work undertaken by the Office of the Police and Crime Commissioner to implement the Government's Serious Violence Duty in Surrey. Key points raised during the discussion were:

- The Duty necessitating work with local agencies and community safety partners.
- OPCC remit in allocating funding and potential interventions.

❖ **ESTATES UPDATE**

This paper contained an overview of work in hand on the Surrey Estates Strategy and outlined next steps and planned activity in the first quarter of 2024. Key points raised in the discussion were:

- The future of CCTV monitoring for Reigate Police station, and whether the station had undergone an architectural and building survey.
- Costs associated with the Mount Browne redevelopment.
- The Housing Hub proposals for officer accommodation.

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

RESOLVED

The update was noted by the Panel

❖ **SURREY POLICE GROUP FINANCE REPORT**

This report set out the financial performance of the Surrey Police Group (i.e., OPCC and Chief Constable combined) as at the 30th of September 2023 with a forecast to the 31st of March 2024. Discussion included:

- The year-to-date figures, the Police Pension Fund and Surrey Camera Partnership
- Monies sent by the OPCC to the council for treasury management, the levels of the Force's financial reserves and the transformations it is undergoing.
- The viability of an increase to the precept, as opposed to funding operations from reserves.

RESOLVED

The Panel noted the content of the report.

❖ **SURREY PCP BUDGET MID-YEAR CLAIM 2023**

The Surrey Police and Crime Panel accepted a grant from the Home Office to meet the costs of the Panel, including the required administrative support. This paper reported on the use of the grant in 2023 (April 2023 - September 2023), as noted in the Panel's mid-year claim submission to the Home Office submitted by the 27 October 2023 deadline.

RESOLVED

The Panel noted the report.

❖ PCC FORWARD PLAN AND KEY DECISIONS

This report provided information on the key decisions taken by the PCC from September 2023 to the date of this meeting, and set out details of the Office's Forward Plan for 2023/2024. Discussion centred on:

- Policing collaborations under the national Minerva agreement.
- The timing of the Surrey Fire and Rescue Review.
- Erroneous payment of unsocial hours allowances, as referenced in Internal Audit papers.

RESOLVED

The Panel noted the report.

❖ 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 ability of district and borough councils to formulate consistent CCTV policies was raised.

❖ COMPLAINTS RECEIVED SINCE THE LAST MEETING

This report set out all complaints against the Police and Crime Commissioner that were dealt with since the last meeting of the Police and Crime Panel. No complaints were received since the previous meeting.

RESOLVED

The Panel noted the report.

❖ RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME

The Panel reviewed the recommendations tracker and forward work programme. The following was raised in the discussion:

- Panel members were invited to suggest items for the forward work programme, and items from the recent Annual Police and Crime Panel conference were suggested.
- Anti-social behaviour.
- Rural crime.

RESOLVED

The Panel resolved to add several new items to their work programme - '*Review of Force Culture, Conduct and Vetting*', '*Anti-Social Behaviour and Rural Crime*', and '*Deaths on Surrey Roads Update*'.

2 February 2024:

❖ CHAIRMAN'S COMMENTS

The Chairman noted the upcoming Police and Crime Commissioner elections and reminded attendees that there should be no political point scoring in the Panel session.

❖ HMICFRS PEEL INSPECTION INTO SURREY POLICE

This paper provided a summary of His Majesty's Inspectorate of Constabulary and Fire & Rescue (HMICFRS) Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection into Surrey Police. Key points of the discussion included:

- Responding to the public - HMICFRS' 'inadequate' grading for the Force's response to the public, highlighting two Causes of Concern.
- Call performance on 999 and 101 and call abandonment rates
- Quality control measures in call-handling to identify the most vulnerable victims.
- Service stabilisation at the Force's contact centre, call abandonment rates, and plans to better tackle anti-social behaviour.
- Concerns regarding the recording of sexual offences.
- Measures intended to address force culture, and the performance of the present scrutiny arrangements.
- Reoffending rates and schemes intended to address recidivism.

RESOLVED

The Panel made recommendations regarding the HMICFRS *inadequate* assessment for '*responding to the public*' and requested an update on progress in June 2024.

❖ SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH EIGHT OF FINANCIAL YEAR 2023/24

This report set out the financial performance of the Surrey Police Group (i.e., OPCC and Force combined) as at the 30th November 2023 with a forecast to the 31st March 2024. The discussion centred on:

- The need for the Force to make significant savings, and the source of the overtime spend.
- The Force's sources of income including Operation Safeguard income from prisoners being put in custody facilities, plus additional income for seconding officers to regional units.
- Savings from the transformation programme through restructure of people services, changes to shift patterns, savings through renegotiation of contracts, and software licenses.
- Funding of capital costs and campaigns to procure capital funding from government.

RESOLVED:

The Panel noted the report.

❖ 2024/25 POLICE 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 2024/25. The purpose of this item is to allow the Commissioner to outline her proposals in more detail and answer any questions that Panel Members might have. Key points from the discussion included:

- Levels of public support for different rates of increase to the precept and potential impacts on staffing numbers.
- The uses of the proposed 7.3% revenue budget increase for 2024/25 and the reasons for this year's overspend.
- Constraints on the funding of the Surrey Police Force, non-pay inflation assumptions for 2024/25, and whether any specific proposals had been made for focussed investment.
- Vacancy levels, whether changes could be expected to Government's funding formula for Surrey, and the future of the estate in light of hybrid working.

The Police and Crime Commissioner recommended that the Panel endorse her proposal for an increase of £13 (being 4.2%) to the Precept for a Band D Property, taking it from £310.57 to £323.57 for 2024/25.

RESOLVED

The Panel noted that the majority of its members did not approve of the proposed increase to the precept, but had insufficient votes against for a veto. The Panel noted that the increase would therefore come into effect, and voiced disappointment at the funding formula and settlement from government.

❖ PERFORMANCE AND ACCOUNTABILITY MEETINGS

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

RESOLVED:

The Panel noted the report.

❖ PCC FORWARD PLAN AND KEY DECISIONS

This report provided information on the key decisions taken by the PCC from November 2023 to February 2024 and set out details of the Office's ongoing Forward Plan for 2024.

RESOLVED:

The Panel noted the report.

❖ **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 questions were asked:

- Whether the OPCC was a recipient or joint contractor of the Joint Neighbourhood Survey. It was clarified that the latter was the case.
- What level of vetting had been completed and the size of any backlog. It was clarified that this had been recently reduced and backlogs sat at a few days.
- Whether the Commissioner was satisfied with ANPR camera distribution. The Commissioner clarified that they were, but that it more work would be considered when capacity was available.

❖ **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

This report sets out all complaints against the Police and Crime Commissioner that were dealt with since the last meeting of the Police and Crime Panel. No complaints had been received.

RESOLVED

The Panel noted the report.

❖ **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME**

The Panel reviewed the recommendations tracker and forward work programme.

RESOLVED

The Panel noted the tracker and the 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, typically 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 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 no complaint cases referred to it in the 2023/24 period.

The Complaints Sub-committee has a non-investigatory role, and if the complainant is unsatisfied with the Sub-committee's outcomes, they 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 two occasions: 8 January 2024 and 29 January 2024

The Sub-Group raised the following topics: Arguments for and against endorsement of the proposed increase to the precept for 2024/25.

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 2023 MID-YEAR CLAIM: 1 April 2023 - 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 2023 to remain eligible for the payment covering the second half of the financial year.

The Home Office grant available for the 2023 mid-year claim was **£33,090** (total grant = **£66,180**).

The actual expenditure was: **£27,097.96**.

OUTTURN FORECAST: 1 October 2023 – 31 March 2024

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 actual expenditure was: **£24,469.40**.

HOME OFFICE GRANT 2023-2024 END-YEAR CLAIM: 1 April 2023 – 31 March 2024

The Home Office grant available for 2023-2024 was **£66,180**.

The actual expenditure was **£51,567.36**

(**£27,097.96** - Mid-Year Claim plus **£24,469.40** - finalised 1 October 2023 – 31 March 2024 expenditure)

To be returned to the Home Office by 30 June 2024 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:

- 12th Annual Conference for Police (Fire) and Crime Panels, 8-9 November 2023, Warwickshire Conference Centre covering issues such as: Public Confidence and our Role; Measuring Success; Preparing for Change (new PCC elections).
- National Association of Police, Fire and Crime Panels (NAPFCP) AGM meeting in November 2023.

Training:

- Surrey Police and Crime Panel Training/Refresh Session - 11 October 2023, including a briefing from Democratic Services on statutory and non-statutory duties of the Police and Crime Panel, the Panel Constitution and procedural matters; and
- The Commissioner's responsibilities and Panel's relationship with the PCC – from the OPCC Chief Executive.

Visits

- Tour of Mount Browne Surrey Police HQ, Contact Centre, dog school, driving school, PCC office, 11 October 2023.

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 2023-2024.

LEAD OFFICER: Jake Chambers, Scrutiny Officer, Surrey County Council

E-MAIL: jake.chambers@surreycc.gov.uk

SURREY POLICE AND CRIME PANEL**PCC Forward Plan and Key Decisions****20th June 2024****SUMMARY**

This report provides information on the key decisions taken by the PCC from February 2024 to present and sets out details of the Office's ongoing Forward Plan for 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 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 <https://www.surrey-pcc.gov.uk/commissioners-decisions/> unless the information relating to the decision is sensitive and exempt from public consumption. In these cases, the records are kept solely within the PCC's office.

All key decisions are recorded on our decision log. The PCC has signed off 29 key decisions since the last Panel meeting in February 2024 (see Appendix B).

RECOMMENDATIONS

The Panel is asked to note the report.

OFFICIAL

LEAD OFFICER: Sarah Gordon, PA to the PCC
TELEPHONE NUMBER: 01483 630 200

9

Appendix A - OPCC FORWARD PLAN 2024/2025

DATE	TITLE	KEY DECISION/ ACTION	LEAD OFFICER
May 2024	Immediate Justice – approach to tender		CJ/LH
May 2024	S22a Collaboration Agreement in respect of the Modern Slavery and Organised Immigration Crime (MSOIC) Programme 2023-24	PCC to sign	AB
May/June 2024	Appointment of Deputy PCC	Confirmation hearing with Police and Crime Panel	AB
June 2024	Draft Annual Report		DM
June 2024	Surrey Criminal Justice Board	Agenda and Papers	SG
June 2024	Recruitment of Joint Audit Committee Members	To appoint two new members of the JAC following the completion of terms for two current members	AB/KM/SG
June 2024	Recruitment of Independent Members and Legally Qualified Chairs	To replace those IMs and LQCs reaching end of term	SL
June 2024	Joint Audit Committee	Agenda and Papers	SG
July 2024	Update Police and Crime Plan		DM
September 2024	Surrey Criminal Justice Board	Agenda and Papers	SG

OFFICIAL

September 2024	Joint Audit Committee	Agenda and Papers	SG
September 2024	Statement of Accounts 2023/24	PCC to approve and sign off statement of accounts for 2023/24	KM
October 2024	2025 Meetings	Arrange statutory meetings for 2025	PAs
December 2024	Surrey Criminal Justice Board	Agenda and Papers	SG
December 2024	Joint Audit Committee	Agenda and Papers	SG
December 2024	Public consultation on council tax precept		NR
February 2024	Approval of Council Tax Precept, Revenue and Capital Budgets for 2025/26		KM
February 2025	Annual review of Related Party Disclosures and of disclosable interests	Necessary forms to be completed	SG
April 2025	Annual review of Scheme of Governance	To review suite of documents and PCC to sign off	AB/KM
April 2025	Approval of Treasury Management and MRP Statement	PCC to sign off	KM
June 2025	Independent Representatives Attendance Allowance Schemes 2025/26	Annual review	RL

Appendix B - OPCC Decision Log 2023/24 and 2024/25

Decision no.	Title	Date Submitted to PCC	Lead officer	Agreed by PCC	Date Agreed	Protective marking (OFFICIAL/OFFICIAL SENSITIVE)	Published on website?	Spend/Cost
42	Funding - Sensitive	23/01/2024	Craig Jones	Yes	23/01/2024	Sensitive	No	£26,183.40
43	ESDAS Stalking Advocate	24/01/2024	Lucy Thomas	Yes	25/01/2024	Official	Yes	£22,029.00
44	Serious Violence Duty Fund 2023/2024	29/01/2024	Sarah Haywood	Yes	29/01/2024	Official	Yes	£326,666.33
45	Community Safety Fund February 2024	02/01/2024	Molly Slominski	Yes	02/02/2024	Official	Yes	£1,326.00
46	Serious Violence Duty Fund 2024/25 – Public Health Analytical Lead	29/01/2024	Sarah Haywood	Yes	02/02/2024	Official	Yes	£114,416.00
47	PCC Fund - Reducing Reoffending February 2024	14/02/2024	George Bell	Yes	14/02/2024	Official	Yes	£65,000.00
48	Surrey Estates Strategy - Sensitive	07/02/2024	Kelvin Menon	Yes	07/02/2024	Sensitive	No	NA
49	Mount Browne Redevelopment - move to RIBA Stage 3	07/02/2024	Kelvin Menon	Yes	07/02/2024	Official	Yes	NA
50	Budget and Precept for 2024/25	09/02/2024	Kelvin Menon	Yes	09/02/2024	Official	Yes	NA
51	Community Safety Fund - Clear Hold Build	08/02/2024	Lauren Mcalister	Yes	12/02/2024	Official	Yes	£58,000.00
52	Community Safety Fund & Children and Young People's Fund	02/09/2024	Molly Slominski	Yes	13/02/2024	Official	Yes	£74,042.00
53	Reducing Reoffending Fund - Bridge the Gap 2024	13/02/2024	George Bell	Yes	13/02/2024	Official	Yes	£120,000.00
54	Funding - Sensitive	12/02/2024	Lucy Thomas	Yes	12/02/2024	Sensitive	No	£120,000.00
55	Qtr 3 financial performance and virements	13/02/2024	Kelvin Menon	Yes	14/02/2024	Official	Yes	NA
56	Charging for Police Services	14/02/2024	Kelvin Menon	Yes	14/02/2024	Official	Yes	NA
57	Reducing Reoffending Fund small grant February 2024	23/02/2024	George Bell	Yes	23/02/2024	Official	Yes	£641.00
58	Funding - Sensitive	29/02/2024	Lucy Thomas	Yes	04/03/2024	Sensitive	No	£52,000.00
59	Funding - Sensitive	29/02/2024	Lucy Thomas	Yes	04/03/2024	Sensitive	No	£846.30
60	Safer Streets 23-24	04/03/2024	Lauren Mcalister	Yes	04/03/2024	Official	Yes	£462,924.00
61	PCC Guarantee to BLC for IT contracts	04/03/2024	Kelvin Menon	Yes	04/03/2024	Official	Yes	NA
62	PCC Funding - Behind the Blade	04/03/2024	Sarah Haywood	Yes	04/03/2024	Official	Yes	£10,000.00
63	Surrey Estates Strategy - Sensitive	04/03/2024	Kelvin Menon	Yes	11/03/2024	Sensitive	No	NA
64	Safer Streets 24-25	21/03/2024	Lauren Mcalister	Yes	09/04/2024	Official	Yes	£352,986.00
1	Community Safety Fund and Children and Young People Fund	04/03/2024	Molly Slominski	Yes	16/04/2024	Official	Yes	£220,000.00
2	Scheme of Governance 2024/25	17/04/2024	Kelvin Menon	Yes	22/04/2024	Official	Yes	NA
3	Capital and Treasury Strategies	17/04/2024	Kelvin Menon	Yes	22/04/2024	Official	Yes	NA
4	Serious Violence Duty Fund 2024/25	01/05/2024	Sarah Haywood	Yes	07/05/2024	Official	Yes	£237,269.41
5	Approval of MTFP 2024-2028	13/05/2024	Kelvin Menon	Yes	15/05/2024	Official	Yes	NA
6	Reducing Reoffending Fund Grants	09/05/2024	George Bell	Yes	15/05/2024	Official	Yes	£40,000.00
							TOTAL	£2,304,329.44

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SURREY POLICE AND CRIME PANEL
20 June 2024

**RECOMMENDATIONS TRACKER AND FORWARD WORK
PROGRAMME**

10

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: Jake Chambers, Scrutiny Officer, Surrey County Council

E-MAIL: Jake.Chambers@surreycc.gov.uk

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**POLICE AND CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER
June 2024**

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

ACTIONS TRACKER

Meeting	Item	Action	Responsible Officer/Member	Update/Response
2 February 2024	6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]	Action i: The Commissioner to update the panel on the new deployment and grading system, once complete.	OPCC	Update to be provided at September meeting as part of full PEEL update.
2 February 2024	6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]	Action ii: The Commissioner to pass onto the Chief and Borough Commanders that Public Space Protection Orders are something that can be implemented in boroughs and districts if there is a particular problem with ASB.	OPCC	Awaiting response from OPCC.

**POLICE AND CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER
June 2024**

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	Action	Responsible Officer/Member	Update/Response
2 February 2024	7/24 SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH EIGHT OF FINANCIAL YEAR 2023/24 [Item 7]	Action iii: The Head of Performance and Governance to circulate the reoffending strategy.	OPCC	Document has now been provided.
2 February 2024	7/24 SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH EIGHT OF FINANCIAL YEAR 2023/24 [Item 7]	Action iv: The Chief Finance Officer to provide answers to questions provided from a member of panel and finance sub-group.	OPCC	Unresolved. Further correspondence on this with OPCC and Cllr Kennedy following the meeting.

**POLICE AND CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER
June 2024**

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	Action	Responsible Officer/Member	Update/Response
2 February 2024	8/24 2024/25 POLICE BUDGET AND PROPOSED PRECEPT [Item 8]	Action v: Cllr Witham asked for the Panel's conclusion around the unfair funding formula which places a disproportionate burden on Surrey residents to be circulated to Surrey MPs.	Panel Support	Unresolved. Delayed due to resource constraints. On hold now due to the election. Once new MPs in place a letter could be sent by the Panel highlighting this as an ongoing issue for Surrey.
2 February 2024	11/24 COMMISSIONER'S QUESTION TIME [Item 11]	Action vi: The Chief Executive (OPCC) to provide the details of the vetting backlog.	OPCC	There is no longer a backlog and vetting decisions are being taken promptly and in line with normal service expectations.

**POLICE AND CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER
June 2024**

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	Responsible Officer/Member	Update/Response
November 2023	PROGRESS ON POLICE AND CRIME PLAN 2021-2025 [Item 8]	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.	OPCC	OPCC Response 24/01/24: Following the recent HMICFRS PEEL inspection, the force received an 'inadequate' grading for its response to the public, highlighting two Causes of Concern (CoCos). One of the CoCos emphasises the need for improvement in the force's response to incidents, specifically requiring Surrey Police to attend calls for service in accordance with its published attendance times and ensure effective supervision of deployment decisions within the control room. In response, Surrey Police is reforming its Deployment and Gradings structure. This new framework aims to introduce a more nuanced system with additional grades and realistic attendance targets compared to the previous framework. This is an ongoing piece of work and the Panel will be provided with an update once complete.

**POLICE AND CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER
June 2024**

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

2 February 2024	6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]	Notes that the Inspection report highlights areas of good performance (preventing crime, managing offenders) but also a number of areas for improvement that have been highlighted by the Panel including around call performance and response compliance. Expresses its concern that 'responding to the public' is currently assessed as inadequate and <u>asks the Commissioner to report to the Panel in June 2024 on progress</u> addressing this and other 'Areas for Improvement', and on assurances sought from the Chief Constable. Further notes the importance of ensuring Surrey Police is	OPCC	A report on progress addressing the HMICFRS PEEL inspection recommendations will be taken at the September 2024 Panel meeting . This has been deferred in light of the pre-election period with the agreement of Monitoring Officers.
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**POLICE AND CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER
June 2024**

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

		equipped and resourced to address these concerns.		
2 February 2024	8/24 2024/25 POLICE BUDGET AND PROPOSED PRECEPT [Item 8]	<p>That a majority of the Surrey Police and Crime Panel (which included the Chairman's casting vote) did not approve the PCC's proposal to increase the Band D Surrey Police and Crime Commissioner Precept by £13 to £323.57.</p> <p>That the Panel would formally report to the Commissioner noting its concerns and reasons for Panel members not supporting the proposed precept (by 8 February).</p>	PCP	<p>Complete. Panel response reported to the Commissioner on 7 February 2024</p> <p>https://www.surreycc.gov.uk/_data/assets/pdf_file/0006/368412/Letter-Commissioner-to-PCP-Chairman-re-Precept-7-February-2024.pdf</p>

Surrey Police and Crime Panel - Forward Work Programme 2024/25

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.

	ITEM	Police and Crime Plan Priority	PURPOSE	OFFICER
26 September 2024				
1	New Police & Crime Plan		To present the new Police and Crime Plan or give an overview of the plans development and key areas of priority. To include update on links to new Chief Constable Force Strategy and performance framework and new metrics for measuring Force priorities where possible.	PCC
2	Police and Crime Commissioner Annual Report 2023/24 (Deferred from Annual June session due to pre-election)	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
3	HMIC PEEL Inspection Update (Deferred from Annual June session due to pre-election)	N/A	To provide an update on progress addressing the recommendations and AFIs identified in the latest PEEL inspection.	PCC
4	Surrey Police Recruitment and Workforce Planning Update. (Twice yearly)	All	*To include update on Force Culture, conduct, vetting & misogyny issues* The PCC to provide an update report every three months detailing the allocation of newly recruited officers as a result of the 20,000	OPCC

	– April/Sept) (Deferred from cancelled April session)		uplift, how many officers were in training and how many were on patrol. This report to include update on Force Culture, conduct, vetting & misogyny issues identified in HMICFRS report as per March correspondence between PCC and Chairman.	
5	Medium-Term Financial Plan Update 2024/25 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
6	Surrey police group unaudited financial report for 2023/24 (Deferred from Annual June session due to pre-election)		The purpose of this report is 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 2024.	Kelvin Menon - OPCC
24 October 2024				
	Informal Session with Chief Constable			
19 November 2024				
1	Surrey PCP Budget & Mid-Year Claim 2024	N/A	Mid-year report detailing the Panel’s expenditure of the Home Office Grant. Plus SURREY PCP BUDGET 2023/24 The Surrey Police and Crime Panel has accepted a grant from the Home Office to meet the costs of the Panel, including the administrative support. This paper is to report on the use of the grant in 2023/24 (April 2023 - March 2024) – Normally taken in September but deferred to November due to impact of elections and agenda planning.	Scrutiny Officer / Democratic Services Assistant
2	Police and Crime Plan Update (Twice yearly –	All	To consider progress made against the agreed Police and Crime Plan.	PCC

	April/Nov)			
3	Budget Update (Twice per year – Feb & Nov) <ul style="list-style-type: none"> Surrey Police Group Financial Report for Month Six Financial Year 2024/25 	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
4	Commissioning Strategy	Reducing violence against Women and Girls; Protecting people from harm in Surrey	The purpose of this report is to introduce the Police and Crime Panel to the PCC’s Commissioning Strategy 2024 – 28	Damian Markland - OPCC
5	Estates Update including Housing Strategy		Last update in November 2023.	OPCC
20 February 2025				
1	Surrey Police Group Financial Report For Month Eight Of Financial Year 2024/25		The purpose of this report is to inform the Police & Crime Panel of the Surrey Police Group (i.e. OPCC and Chief Constable combined) financial position at the end of November 2024 as well as a prediction for the situation at the end of March 2025.	Kelvin Menon - OPCC
2	2025/26 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 2025/26. The purpose of this item is to allow the	PCC

			Commissioner to outline her proposals in more detail and answer any questions that Panel Members might have.	
24 April 2025				
1	Surrey Police Group Financial Report for the 10 Months Ended 31 January 2025		Purpose of the report: This report sets out the financial performance of the Surrey Police Group (i.e. OPCC and Chief Constable combined) as at 31 January 2025 with a forecast to 31 March 2025.	
2	Police and Crime Plan Update (Twice yearly – April/Nov)	All	To consider progress made against the agreed Police and Crime Plan.	PCC
3	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.	

Page 50

TOPICAL ITEMS TBC OR ITEMS KEPT UNDER REVIEW				
Review of Force Culture, Conduct and Vetting		September 2024.	Discussed November Panel Session 2023. Update agreed. Meeting Chairman & OPCC 14 December 23 agreed update should be combined with the Workforce planning item April 2024. Following April cancellation agreed update to be provided by end May 2024 for June Annual meeting. Following election announcement deferred from June agenda to September.	
Anti-Social Behaviour and Rural Crime		TO BE SCHEDULED	Discussed November Panel Session 2023: Performance against Priority 3 in the Police and Crime Plan – ‘Working with Surrey Communities so that they feel safe’).	
Public Community Scrutiny Panels		TO BE SCHEDULED	OPCC suggestion (Nov 23)	
Deaths on Surrey Roads		TO BE SCHEDULED	Panel request Nov 23.	

Housing Strategy and Housing Hub feasibility study		NOVEMBER 2024 alongside Estates Update.	Discussed as part of Estates Strategy item Nov 2023. Further Estates Update to be scheduled in one year tbc (Nov 2024?)	
Report on key themes outcomes from <i>Policing your Community</i> events.		From cancelled April session	[As agreed 14 Dec meeting Damian and Chairs]	OPCC
IT Strategy Update		From cancelled April session	[As agreed at November 23 Panel Session. Written update 6 months on. Note specific interest in CCTV convergence strategy]	OPCC
Victim Satisfaction	N/A	tbc	PCC to update the Panel following discussions with the Chief Constable in the New Year 2024 around decline in victim satisfaction levels and need for better communications with the public around <u>actions taken</u> (what happens to victims after the initial call), <u>keeping victims informed</u> and <u>managing expectations</u> .	Damian Markland - OPCC

STANDING ITEMS: these will appear on every agenda				
Subject/Title	Dates	Police and Crime Plan Priority	Purpose	Contact Officer
PCC Forward Plan and Key Decisions	All	All	To review the key decisions made by the PCC in line with the Police Reform and Social Responsibility Act 2011, Section 28(6). Decisions – Office of the Police and Crime Commissioner for Surrey (surrey-pcc.gov.uk) To review the PCC’s forward plan.	OPCC
Performance Meetings	All	N/A	To consider issues raised during monthly discussions between the PCC and the Chief Constable. To include the web link and notice of upcoming public meetings and most recent public performance report.	Damian Markland - OPCC
Recommendations Tracker and Forward Work Programme	All	N/A	To monitor responses, actions and outcomes against recommendations or requests for further actions. To provide a summary of work due to be undertaken by the Surrey Police and Crime Panel and work that has recently been completed.	Scrutiny Officer/Democratic Services Assistant
Commissioners Question Time	All	N/A	For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner – questions to be provided four working days in advance.	Scrutiny Officer/Democratic Services Assistant
Complaints	All	N/A	To monitor complaints received against the PCC and/or DPCC	Scrutiny Officer/Democratic Services Assistant

Working Groups – re-established in June 2023:

Group	Membership	Purpose	Reporting Dates
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Complaints Sub-Committee		To resolve non-criminal complaints against the PCC and/or the DPCC.	Report to each meeting of the PCP, detailing any complaints dealt with since the last meeting.
Finance Sub-Group		To provide expert advice to the PCP on financial matters that falls within its remit.	Reports verbally to the formal precept setting meeting of the Panel in February.

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SURREY POLICE AND CRIME PANEL

RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE 2024/25

20 JUNE 2024

11

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 2024/25.

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note 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 2024/25 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.
- (iv) Note the Police and Crime Panel Complaint Handling Flowchart, attached at Annex C.

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 2024/25 municipal year.
- 1.4 The Police and Crime Panel Complaints Protocol was adopted at last year's meeting on 29 June 2024.

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; or
 - 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.

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SURREY POLICE AND CRIME PANEL COMPLAINTS SUB-COMMITTEE

TERMS OF REFERENCE

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 of the Group

Seven appointed members of the Surrey Police and Crime Panel.

At least one Independent Member of the Surrey Police and Crime Panel.

Quorum

Three members of the Sub-Committee to meet to consider any complaint referred.

Roles/Functions

- To consider non-criminal complaints relating to the PCC or Deputy PCC referred to the Panel by the Chief Executive of the PCC's Office as well as criminal complaints or conduct matters that are referred back to the Panel by the IOPC.
- To handle any complaints referred to the Sub-Committee in line with the agreed Complaints Protocol and agree the most suitable course of action to assist with the informal resolution of the complaint.
- To provide a regular update to the full Panel on all complaints dealt with by the Complaints Sub-Committee (standing item).

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Surrey Police and Crime Panel

Complaints Protocol

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."¹

- 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.

1

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.

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 record² 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 record³ 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
 - 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 Complaints should be recorded in some form of register that can be readily accessed and examined by the IOPC if required.

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

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 complaint 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 repetitious. A complaint is repetitious 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.

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.

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.

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/>

Miscellaneous

- 5.2. 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.
- 5.3. 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.
- 5.4. 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.
- 5.5. The Panel, Sub-Committee, Chief Executive and Panel Support Officer shall discharge their functions under this Protocol expeditiously and with care.
- 5.6. 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.

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Surrey Police and Crime Panel Complaint Handling Flowchart - Accessible Copy

Complaint or information received against the Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey:

Complaint regarding alleged conduct matter by the Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey (Including alleged criminal conduct); or

Information regarding alleged criminal conduct by Police and Crime Commissioner for Surrey or the Deputy Police and Crime Commissioner for Surrey comes to light ('conduct matter').

If either of the above are met, the information is:

Assessed by the Chief Executive of the Office of the Police and Crime Commissioner for Surrey who, unless specified circumstances apply, records it and, within five working days of making the record, in most cases sends copies to relevant parties (where there is an actual or perceived conflict of interest, matter is referred to the PCP Complaints Sub-Committee for recording/referral).

After recording the complaint:

If criminal conduct alleged, the matter is referred to the Independent Office for Police Conduct (IOPC) and parties are notified of this in most cases (where conduct matter is referred back by the IOPC, the Chief Executive shall remit it to the Sub-Committee, which can handle as it sees fit); or

If complaint falls within specified categories, the Chief Executive of the Office of the Police and Crime Commissioner for Surrey can **disapply** informal resolution process and handle in another manner, if any; and notify the Complaints Sub-Committee of the grounds on which the decision was made (Sub-Committee can by a majority object and apply the informal resolution process itself);

In all other cases, matter referred to the Surrey Police and Crime Panel Complaints Sub-Committee (convened by Panel's Support Officer within six weeks) - complaint takes one of the following routes:

1. Sub-Committee to handle complaint in accordance with **informal resolution process** (see Complaints Protocol) – it has powers to require person complained against to provide information or documents or attend before it. No powers to investigate. Various options for informal resolution;
2. Panel as a whole may handle complaint if Panel is of the opinion that would lead to a more satisfactory resolution.

End of process:

Parties notified as soon as practicable, Sub-Committee decides whether to publish outcome following parties' representations.



SURREY POLICE AND CRIME PANEL

RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP 2024/25

20 JUNE 2024

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 2024/25.

RECOMMENDATIONS

The Police and Crime Panel is asked to:

1. Note 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 2024/25 Council year, filling the vacancies:
 - Chairman (TBC) **ex-officio**
 - Vice-Chairman (TBC) **ex-officio**
 - Vacancy
 - Vacancy
 - Vacancy
 - Independent Member

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 2024/25 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.

SURREY POLICE AND CRIME PANEL

20th June 2024

APPOINTMENT OF A DEPUTY POLICE & CRIME COMMISSIONER FOR SURREY

1 SUMMARY

- 1.1. This report sets out details of Police & Crime Commissioner (PCC) Lisa Townsend's intention to appoint Ellie Vesey-Thompson as Deputy Police & Crime Commissioner for Surrey and asks the Panel to consider and make recommendations on this appointment.
- 1.2. The Police Reform and Social Responsibility Act 2011 provides, under section 18(1), that the PCC for a police area may appoint a person as the Deputy Police & Crime Commissioner for that area.
- 1.3. Under Schedule 1, paragraph 9, of the Act, the PCC must notify the Police and & Crime Panel of her proposed appointment to the post of Deputy Police and Crime Commissioner.
- 1.4. The PCC must also notify the Panel of the following information:
 - a) The name of the person whom the PCC is proposing to appoint
 - b) The criteria used to assess the suitability of the person for the appointment
 - c) Why the person satisfies those criteria
 - d) The terms and conditions on which the person is to be appointed.
- 1.5. Under paragraph 10 of Schedule 1, the Panel must review the proposed appointment and make a report to the PCC on the proposed appointment, including a recommendation as to whether or not the candidate should be appointed, within a period of three weeks beginning with the day on which the Panel receives notification from the PCC of the proposed appointment.
- 1.6. The PCC must notify the Panel of the decision whether to accept or reject the recommendation of the Panel.

RECOMMENDATION

That the Police & Crime Panel agree the appointment of Ellie Vesey-Thompson as Deputy Police and Crime Commissioner for Surrey.

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2. Background

- 2.1 The Police Reform and Social Responsibility Act 2011 provides, under section 18(1), that the Police and Crime Commissioner (PCC) for a police area may appoint a person as the Deputy Police & Crime Commissioner (DPCC) for that area. The PCC can also arrange for them to exercise any of their functions, except for the issuing of a Police and Crime Plan, appointing the Chief Constable, suspending the Chief Constable, or calling upon the Chief Constable to retire or resign, or calculating a budget requirement under section 43 of the Local Government Finance Act 1992.
- 2.2 Making use of the power in section 18(1), PCC Lisa Townsend wishes to appoint Eleanor (Ellie) Vesey-Thompson as her Deputy PCC.
- 2.4 Ellie Vesey-Thompson has declared that she is aware of the provisions of the Act as regards eligibility to be appointed and has stated that, to the best of her knowledge and belief, she is eligible for appointment and is not subject to a relevant disqualification. Attached at **Appendix A** are the relevant extracts from the Act concerning disqualification of a person from appointment to the post of DPCC and a candidate declaration.
- 2.5 Under section 18(10) of the Act, the DPCC is a member of the PCC's staff. The DPCC for Surrey will be subject to a contract of employment which generally reflects the terms and conditions applying to the PCC's wider staff. A summary of the key terms and conditions of the role is attached at **Appendix B**.
- 2.6 Although the DPCC is a member of the PCC's staff, under paragraph 8(4) of Schedule 1 of the Act, the appointment of a DPCC is exempt from the requirement of Section 7 of the Local Government and Housing Act 1989 which stipulates that all staff appointments should be made on merit. There is therefore no requirement for the open recruitment process that would normally apply when recruiting staff to the PCC's office. Additionally, the Deputy PCC is the only member of staff who is not politically restricted.

3. Issues for the Panel's Consideration

- 3.1 **Name of candidate:** The name of the person the PCC is proposing to appoint to the post of Deputy PCC for Surrey is Ellie Vesey-Thompson.
- 3.2 **Criteria used to assess the suitability of the candidate for the appointment:** In selecting a preferred candidate, the PCC has chosen someone who can satisfy the following criteria:
- Ability to provide professional, insightful and effective support to the PCC in achieving her ambitions and objectives
 - Understanding and experience of the role of PCCs in order to provide resilience both on a day-to-day basis and in the event of the PCC being unable to discharge her functions
 - Ability to complement the PCC's own experience, background and skills – providing a particular focus on issues affecting young people, as well as rural communities and rural crime

- Experience of operating at a strategic level with senior stakeholders from a range of different organisations
- Excellent political awareness and understanding of local and national political structures
- The ability to form constructive and cooperative working relationships at various levels
- Exemplary inter-personal skills with the ability to listen to, engage with and understand the needs and concerns of different communities, groups and stakeholders
- Strong public service ethos and a shared understanding of the PCC's own vision and values

3.3 Why the candidate satisfies those criteria:

PCC Lisa Townsend appointed Ellie Vesey-Thompson as her Deputy in June 2021 at the start of her first term of office, having worked closely with Miss Vesey-Thompson during her election campaign. It is the PCC's view that Miss Vesey-Thompson has brought drive, energy and commitment to the role of DPCC during her tenure as well as invaluable support and advice to the PCC. After three years in post, Miss Vesey-Thompson is uniquely placed to continue and build upon her achievements as DPCC to date.

One of Miss Vesey-Thompson's areas of focus has been young people – both as victims of crime and ASB and as offenders going through the Criminal Justice System. She has been responsible for establishing a dedicated fund to work with young people in Surrey which has subsequently been able to support a raft of projects in the county. These include Active Surrey's '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', for young people at risk of offending or engaged in anti-social behaviour.

Miss Vesey-Thompson has led on the establishment of a Youth Commission on Policing and Crime. The first of its kind for Surrey, the Commission has given young people aged between 14 and 25 the opportunity to discuss and share their views on policing.

Rural crime has been a further area of interest for the DPCC, where Miss Vesey-Thompson has represented the PCC on the National Rural Crime Network and South-East Rural Partnership. Locally, she has championed a better understanding of crime in rural areas and effective ways to help to keep rural communities safe, regularly engaging with rural communities, including face-to-face meetings with farmers.

Miss Vesey Thompson has undertaken regular attachments with front-line police teams to obtain insights from officers and staff, as well as to ensure that the PCC and her team have a comprehensive understanding of the daily practicalities and obstacles for police colleagues.

As DPCC, Miss Vesey-Thompson is able to provide resilience and additional capacity to the PCC, representing the PCC when required to do so across a wide range of PCC responsibilities. At present, the Home Office still intends to introduce legislation to mandate that each PCC must appoint a Deputy of the same political persuasion as the PCC themselves for this purpose.

Prior to her appointment as DPCC in 2021, Miss Vesey-Thompson's background was in policy, communications and youth engagement in both the public and private sectors. She has a degree in Politics and Graduate Diploma in Law.

3.4 The terms and conditions on which the candidate is to be appointed: A summary of the key terms and conditions can be found at **Appendix B**. The terms generally reflect those of other members of the Commissioner's staff, although the role is the only one within the Commissioner's staff that is not politically restricted.

4. Starting date

4.1 Miss Vesey-Thompson is able to begin in this position with immediate effect, should the Commissioner choose to confirm the appointment following receipt of the Panel's considerations.

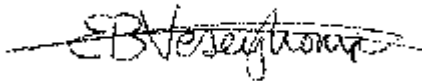
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**Declaration by proposed appointee to the Office of
Deputy Police & Crime Commissioner**

I, Ellie Vesey-Thompson, declare that I am aware of the provisions of the Police Reform and Social Responsibility Act 2011 and to the best of my knowledge and belief I am eligible for appointment as Deputy Police & Crime Commissioner and I am not subject to a relevant disqualification.

I acknowledge that I hold office subject to the requirements of paragraph 8 of Schedule 1 of the Police Reform and Social Responsibility Act 2011.

Signed:



Ellie Vesey-Thompson

Dated.....3rd June 2024.....

Witnessed:



Alison Bolton, Chief Executive

Dated.....3rd June 2024.....

Extract – Paragraph 8 of Schedule 1 to the Police Reform and Social Responsibility Act

The deputy police and crime commissioner

- 8 (1) This paragraph applies to a person appointed under section 18 by a police and crime commissioner to be the deputy police and crime commissioner.
- (2) None of the following may be appointed as the deputy police and crime commissioner—
- (a) a person who has not attained the age of 18 on the day of the appointment;
 - (b) a person who is subject to a relevant disqualification;
 - (c) a Member of the House of Commons;
 - (d) a member of the European Parliament;
 - (e) a member of the National Assembly for Wales;
 - (f) a member of the Scottish Parliament;
 - (g) a member of the Northern Ireland Assembly.
- (6) For the purposes of this paragraph, a person is subject to a relevant disqualification if the person is disqualified from being elected as, or being, a police and crime commissioner under—
- (a) section 65(1) (police officers, police-related employment etc), other than paragraph (e)(ii); or
 - (b) section 66(1), (3)(a)(iii) or (iv), (3)(c) or (3)(d) (citizenship, bankruptcy, criminal convictions & corrupt or illegal election practices).

Relevant Disqualification

Section 65(1) Police Reform & Social Responsibility Act

65 Disqualification from election or holding office as police and crime commissioner: police grounds

- (1) A person is disqualified from being elected as, or being, a police and crime commissioner if the person—
- (a) is disqualified from being a member of the House of Commons under section 1(1)(d) of the House of Commons Disqualification Act 1975 (members of police forces for police areas in the United Kingdom);
 - (b) is a member of—
 - (i) the British Transport Police Force;
 - (ii) the Civil Nuclear Constabulary;
 - (c) is a special constable appointed—
 - (i) under section 27 of the Police Act 1996 for a police area or the

- City of London police area;
- (ii) under section 25 of the Railways and Transport Safety Act 2003 (British Transport Police Force);
- (d) is a member of staff of the chief officer of police of any police force maintained for a police area;
- (e) is a member of staff of—
 - (i) a police and crime commissioner;
 - (ii) the Mayor’s Office for Policing and Crime;
- (f) is the Mayor of London;
- (g) is a member of the Common Council of the City of London or a member of staff of that Council in its capacity as a police authority;
- (h) is a member (including a member who is chairman or chief executive), or member of staff, of—
 - (i) the British Transport Police Authority;
 - (ii) the Civil Nuclear Police Authority;
 - (iii) the Independent Office for Police Conduct;
 - (iv) the Serious Organised Crime Agency;

of—

- (i) holds any employment in an entity which is under the control
 - (i) a local policing body;
 - (ii) any body mentioned in paragraph (h);
 - (iii) the chief officer of police for any police force maintained for a police area or the City of London police area;
 - (iv) the chief officer of police for any police force mentioned in paragraph (b).

Section 66 Police Reform and Social Responsibility Act 2011 (relevant parts)

66 Disqualification from election or holding office as police and crime commissioner: other grounds

- (1) A person is disqualified from being elected as, or being, a police and crime commissioner unless the person satisfies the citizenship condition (see section 68).
- (3) A person is disqualified from being elected as, or being, a police and crime commissioner if—
 - (a) the person is the subject of—
 - (iii) a bankruptcy restrictions order under paragraph 1 of Schedule 4A to that Act;
 - (iv) a bankruptcy restrictions interim order under paragraph 5 of that Schedule
 - (c) the person has been convicted in the United Kingdom, the Channel Islands, or the Isle of Man, of any imprisonable offence (whether or not sentenced to a term of imprisonment in respect of the offence); or
 - (d) the person is incapable of being elected as a member of the House of Commons, or is required to vacate a seat in the House of Commons under Part 3 of the Representation of the People Act 1983 (consequences of corrupt or illegal practices).

Citizenship Condition (Section 68 Police Reform & Social Responsibility Act)

68 Citizenship condition

- (1) This section applies for the purposes of section 66.
- (2) A person satisfies the citizenship condition if the person is—
 - (a) a qualifying Commonwealth citizen,
 - (b) a citizen of the Republic of Ireland, or
 - (c) a citizen of the Union.
- (3) For the purposes of this section, a person is a qualifying Commonwealth citizen if the person is a Commonwealth citizen and—
 - (a) is not a person who requires leave under the Immigration Act 1971 to enter or remain in the United Kingdom, or
 - (b) is a person who requires such leave but for the time being has (or is, by virtue of any enactment, to be treated as having) indefinite leave to remain within the meaning of that Act.
- (4) But a person who does not require leave to enter or remain in the United Kingdom by virtue only of section 8 of the Immigration Act 1971 (exceptions to requirement for leave in special cases) is not a qualifying Commonwealth citizen by virtue of subsection (3)(a).
- (5) In this section the expression “citizen of the Union” is to be construed in accordance with Article 20(1) of the Treaty on the Functioning of the European Union.

Summary of Key Terms and Conditions for the Role of Deputy PCC for Surrey

General Statement of Conditions

- The Deputy PCC is employed by the Police and Crime Commissioner for Surrey and, by virtue of Section 18 of the Police Reform and Social Responsibility Act 2011, is a member of the PCC's staff
- The Deputy PCC receives direction from and reports to the PCC
- The period of office commences on the date of the conclusion of the Confirmation Hearing process
- The OPCC has a set of policies in place for its staff (e.g. Annual Leave, Sickness Leave, Parental, Adoption or Maternity Leave, Flexible Working etc). As a member of staff, the Deputy PCC is subject to these policies. However, due to the unique nature of the role, there are some variations in how policies would be applied
- The post of Deputy PCC is not politically restricted and need not be appointed on merit
- The PCC can choose to delegate the exercise of any function of PCC to the Deputy PCC other than those functions listed in section 18 (7) of the Police Reform & Social Responsibility Act 2011, namely: issuing a police and crime plan; appointing the chief constable; suspending the chief constable or calling upon the chief constable to retire or resign; calculating a budget requirement.

Remuneration and Allowances

- The salary is £58,640 per annum
- Salary is pinned at 80% of the PCC's full time salary and any increase will be in line with those increases applying to the PCC, as set by the Home Secretary (and not those awarded to other staff who are subject to local pay negotiations)
- The Deputy PCC may be paid authorised, reasonably incurred allowances in respect of travel, subsistence and 'exceptional' expenses but no other allowances are payable
- Entitled to participate in the Local Government Pension Scheme
- 180 hours leave each holiday year in addition to normal remuneration for all Bank and Public holidays normally observed in England and Wales

Hours and Place of Work

- Full time, 36 hours a week
- Normally based at the Office of the PCC, Mount Browne Police HQ in Guildford but may be required to travel as part of the role

Termination of Employment

- PCC or Deputy PCC may terminate employment by giving one month's notice
- Part 5 of the Policing and Crime Act 2017 provides that where a PCC leaves office mid-term, the Deputy PCC's term of office will continue until the arrival of the newly elected PCC and comes to an end when the person elected makes and delivers a declaration of acceptance of office. Any new PCC will then determine whether they wish to re-appoint the individual (subject to a Police and Crime Panel confirmation hearing)
- Employment will terminate in the event of the Deputy PCC being subject to a relevant disqualification as defined by paragraph 8 of Schedule 1 to the Police Reform and Social Responsibility Act 2011.

General Behaviour, Conduct and Complaints

- The Deputy PCC will be bound by relevant legislation and OPCC policies in respect of confidentiality, use of computer systems, data protection, health and safety etc
- Deputy PCC will abide by the PCC's code of conduct
- Where behaviour or conduct falls below the necessary standard, the PCC may take action under the relevant disciplinary procedure
- Role is subject to the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012

Vetting and Security

- Whilst not a requirement of the role, the Deputy PCC has been security vetted
- Officials Secret Act will be signed

Surrey Police and Crime Panel- Confirmation Hearing Protocol for the Deputy Police and Crime Commissioner for Surrey

1. Background

- 1.1 The Police Reform & Social Responsibility Act 2011 requires that Police & Crime Panels hold confirmation hearings for certain key appointments to be made by the Police & Crime Commissioner. These requirements are detailed within two Schedules of the Act.
- 1.2 This confirmation hearing is for a proposed appointment, under Schedule 1 of the Act, to the role of Deputy Police & Crime Commissioner (DPCC) for Surrey.

2. Confirmation Hearing for the proposed Deputy Police and Crime Commissioner

- 2.1 The Panel received formal notification was provided from the Office of the Surrey Police and Crime Commissioner on 3 June 2024.
- 2.2 In order to assist the Panel in reviewing the suitability of the preferred candidate, the Commissioner must provide the Panel with the following information:
 - The name of the person whom the Commissioner is proposing to appoint;
 - The criteria used to assess the suitability of the candidate for the appointment;
 - How the candidate satisfies those criteria; and
 - The terms and conditions on which the candidate is being appointed.

3. The Police and Crime Panel's Role

- 3.1 **Under the terms of the Act, the Panel is required to:**
 - Review the proposed senior appointment;
 - Make a report to the Commissioner on the proposed senior appointment; and
 - Include a recommendation to the Police and Crime as to whether or not the candidate should be appointed.

At the hearing

- 3.2 The first part of the meeting will be conducted in public and structured as follows:
 - The candidate will be welcomed to the meeting.
 - The Chairman will outline the order of business for the meeting.
 - The candidate will have an opportunity to present to the Panel his/her understanding of the role.
 - The Panel will have the opportunity for to ask questions of the candidate.
 - The candidate will be given opportunity to clarify any answers given during the hearing and ask questions of the Panel about the next stage of the process.
- 3.3 The Panel is invited to question the candidate in order to confirm they have the necessary professional competence and personal independence to carry out the role.

On the close of the hearing

- 3.4 Following the confirmation hearing, the Panel will hold a closed session in order to decide on its recommendation to the Commissioner regarding the appointment to the role of Deputy Police and Crime Commissioner.
- 3.5 The Panel will discuss the following:
 - Whether the candidate has the professional competence to exercise the role as set out in the role profile.
 - Whether the Panel feels that the candidate has the personal independence to exercise the role.
- 3.6 Where a candidate meets the standards but there is still cause for concern about his or her suitability, it may be appropriate to outline those concerns in the Panel's response to the Commissioner.

Following the confirmation hearing

- 3.7 The Panel will contact the Commissioner by the next working day with a recommendation regarding the appointment.
- 3.8 The Act allows the Police & Crime Commissioner the right to accept or reject the Panel's recommendation; however, the Commissioner must inform the Panel of their decision.
- 3.9 It is recommended that a period of five working days should elapse before the recommendations of the Panel are made public, although this information can be released at an earlier stage if there is mutual agreement between the Panel and PCC.

4. Recommendations

- 4.1 That following questioning of the preferred candidate, the Panel agrees a recommendation to the Commissioner on whether or not to appoint the candidate as Deputy Police & Crime Commissioner for Surrey.

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