

MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 28 November 2024 at Woodhatch Place, Reigate, Surrey.

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

Members:

(*Present)

- * Borough Councillor Danielle Newson
- * Borough Councillor Richard Wilson
- * District Councillor Paul Kennedy
- * Councillor John Robini (Chairman)
- * Borough Councillor Barry J F Cheyne
- * Borough Councillor Shanice Goldman
- * Borough Councillor James Baker
- * Borough Councillor Tony Burrell
- * Councillor Ayesha Azad

Apologies:

- District Councillor Richard Smith
- Borough Councillor Mike Smith
- r Borough Councillor Steve Greentree

(* = Present)

(r = Remote attendance)

50/24 ELECTION OF VICE-CHAIRMAN [Item 1]

Key points raised during the discussion:

1. Cllr Paul Kennedy nominated Cllr Barry Cheyne for Vice-Chairman. The Chairman seconded this nomination. No other nominations were received. Cllr Barry Cheyne was elected as Vice-Chairman by general assent.

Cllr Danielle Newson arrived at 10.33am

51/24 APOLOGIES FOR ABSENCE [Item 2]

The Scrutiny Officer noted apologies were received from Cllr Mike Smith and Cllr Richard Smith. Cllr Steve Greentree would be attending remotely.

52/24 MINUTES OF THE PREVIOUS MEETING: 26 SEPTEMBER 2024 [Item 3]

Cllr Paul Kennedy raised a typographical error. The Scrutiny Officer agreed to make the alteration.

The draft minutes were then **AGREED** as a true and accurate record.

53/24 DECLARATIONS OF INTEREST [Item 4]

None were received.

54/24 PUBLIC QUESTIONS [Item 5]

1. The Chairman read out the public question received in advance of the meeting from Dr Rishi Shah.
2. On behalf of Dr Rishi Shah, Cllr Richard Wilson asked what Surrey Police was doing or could do to deter retail crime committed by children/teenagers. The Police and Crime Commissioner (PCC) explained a lot of work was being undertaken and that she would be happy to write to the Panel with an answer. She felt it was not appropriate to speak on behalf of the Force regarding operational issues.
3. The PCC added that the issue is not something that the Office of the Police and Crime Commissioner (OPCC) or the Force ignore, and that there were around 3,500 extra charges/arrests made in the past 12 months, 837 of which were for shoplifting. Surrey Police was doing better on this issue despite the national increase in shoplifting, she added.

Actions/requests for further information:

- The Commissioner to write back to the Panel on policies referenced in the public question, i.e. shoplifting, especially when committed by children.

55/24 COMMISSIONING UPDATE [Item 6]

Witnesses:

Lisa Herrington, Head of Policy and Commissioning (OPCC)

Michelle, CEO of East Surrey Domestic Abuse Services and attending to represent Surrey Domestic Abuse Services

Rachel Roberts, Head of Victim and Witness Care Unit

Lisa Townsend, Police and Crime Commissioner for Surrey (PCC)

Key points raised during the discussion:

1. The Head of Policy and Commissioning provided a presentation on the OPCC's commissioning work, which entails commissioning a range of projects, services and activities covering community safety, reducing reoffending and supporting victims of crime, all of which link to creating a safer Surrey. The PCC took responsibility for commissioning victim services in 2014. In 2022, the Ministry of Justice opened an opportunity to submit bids for a significant funding uplift for services related to domestic abuse and sexual violence, which allowed Surrey to increase services provided. This funding will cease in March 2025, creating uncertainty around future arrangements for services. 72% of the commissioning budget comes from central government, but an additional £1,458,000 comes from local discretionary funding to create a Community Safety Fund, Children and Young People Fund, Reducing Re-Offending Fund and the PCC Fund. It was also noted that the introduction of the Serious Violence Duty created a budget for commissioning interventions, and that a Duty to Collaborate was expected in the Victims and Prisoners Act 2024 for the commissioning of services related to domestic abuse, criminal conduct of a sexual nature and serious violence.

2. The Chairman requested that the presentation slides be circulated after the meeting.
3. The Head of the Victim and Witness Care Unit provided a presentation on the work of the unit, which provides a traditional witness care service and a generalist victim support service. 45% of the unit's funding comes from the OPCC and 55% from Surrey Police, with additional funding also received from the OPCC to support specialist posts such as that of a Fraud Caseworker, Children and Young Persons Caseworker and Non-intimate Stalking Caseworker. In terms of witness care, Victim and Witness Care Officers act as Single Point of Contact and provide information and needs assessments, assist with practical arrangements and emotional support as well as escalation to senior managers in HM Courts and Tribunals Service (HMCTS) and the Crown Prosecution Service if there are issues with a case. In terms of victim support, the Victim and Witness Care Officers and Caseworkers provide a core generalist support service to all victims, which includes provision of an initial needs assessment, one instance of contact support and an ongoing tailored support plan if required. They added that Specialist Caseworkers were also available and trained in fraud, non-intimate stalking and issues affecting children and young people.
4. The Head of the Victim and Witness Care Unit explained that the unit contacted around 4000 to 5000 people each month to offer support, that approximately 30% of victims contacted were identified for an enhanced service, and that 50% of these were victims of domestic abuse. From April to October 2024 there were 820 referrals for ongoing support, 352 of which were still open, 274 had been closed and 511 of the 820 were victims of fraud. The Head of the Victim and Witness Care Unit noted the challenges in the Criminal Justice System including case backlogs, recruitment challenges, the availability of the HMCTS estate and resource against rising receipts, capped Crown Court sitting days and fluctuations in prison capacity. 2411 cases were assigned to Witness Care Officers as at October 2024, representing a 137% workload increase from 2018. The impact on witnesses and victims include significant disruption, attrition, the Criminal Justice System (CJS) process compounding the impact of crime, potential for further offences to be committed on bail, damage to public confidence in the criminal justice system (CJS), and pressure on support services with no additional funding. They clarified that, in 2018, the average length of ongoing support for a victim of crime was 23 days, which had increased to 80 days by 2023.
5. The CEO of East Surrey Domestic Abuse Services (ESDAS) outlined that domestic abuse could include physical and sexual violence, psychological abuse, economic abuse, harassment and stalking, and online and digital abuse. ESDAS worked closely with Surrey Police around coercive control - the condition within which different types of domestic abuse often take place and is the context in which most women were killed. Currently, one woman a week was killed by their current or ex-partner, they added. The CEO of ESDAS agreed to provide statistics for number of cases in domestic abuse-related deaths in Surrey. They stated that domestic abuse is recognised as a

national emergency by the National Police Chief's Council and the government, and that an estimated one in four women experienced domestic abuse in their lifetime. Domestic abuse costed the public purse an estimated £78 billion per year, they said.

6. The CEO of ESDAS explained that ESDAS works with survivors in a needs-led, strength-based way, and was open to anyone experiencing domestic abuse. Outreach was ESDAS' core service, where referrals are received from the police. They noted that victims are automatically referred to ESDAS in high-risk situations, and that young people between 16 and 17 years old are also automatically referred. Support was provided in any way needed, including face-to-face contact and via email. They described how ESDAS is trained in criminal and civil law, the benefits system, debt and housing, and that ESDAS maintains several other services including a Specialist Domestic Abuse Court IDVA Service, group work with children and young people, a sanctuary scheme, counselling services, volunteering projects, group work, Violence Against Women and Girls (VAWG) Prevention, specialist workers and the Steps to Change Hub. In terms of ESDAS' demand, from 1st April 2023 to 31st March 2024, 8124 new referrals were received. Demand had continued to increase from 1st April to 30th September 2024, they noted
7. The Chairman asked if the victim support services employed volunteers. The CEO of ESDAS explained there was a mixture of paid staff and volunteers. The Surrey domestic abuse helpline is run by volunteers, with a paid volunteer coordinator to support them. Volunteers support through attending housing and doctors' appointments and helping with community engagement, they said.
8. The Chairman asked about staff numbers in the victim support services. The CEO of ESDAS explained that ESDAS has 20, mostly part-time, staff, and around 35 volunteers, with around 8000 referrals.
9. The Chairman asked how the Panel could help the victim support services. The CEO of ESDAS explained the main way was to start conversations, and by going to their local authorities to ask what was being done around domestic abuse and how well the specialist services were known. They explained that opportunities for victim support services to speak to the public, such as through residents' associations, could help break the silence around domestic abuse, and that ESDAS encouraged people to contact their service with any concerns.
10. The Chairman asked if there was someone available to talk to a group about domestic abuse. The CEO of ESDAS confirmed and offered to provide contacts relevant to members' districts and/or boroughs.
11. A member asked about the Victim and Witness Care Unit's default response to people that had been burgled. The Head of the Victim and Witness Care Unit explained that all victims of crime in Surrey were referred to the Victim and Witness Care Unit, and that the unit contacted every victim, depending on what contact details were available at the time, to offer support. There was an initial needs

assessment phone call with anyone identified as being in an enhanced category. It was a needs-led process, with assessments and an ongoing support plan tailored to this. They explained that this included support such as face-to-face visits, phone calls, and emotional and practical support, and that there are numerous other resources available for victims, such as door and window lock installation. The unit works with a 'Designing Out Crime Officer' in Surrey Police and any professionals in support services, they added, and clarified that support was in place for as long as needed.

12. In reference to delays in the criminal justice and prison systems, the member asked if it was possible to estimate the harm this was causing. The Head of Policy and Commissioning noted that the best way to measure the harm this caused was by looking at individual cases, noting that the impact could be different depending on each case's circumstances. The delays had a detrimental impact on people's mental and physical health, they added. The Head of the Victim and Witness Care Unit stated that they had seen victims of what is classed as a non-enhanced crime becoming vulnerable due to the CJS process.
13. A member referred to overall victim satisfaction figures on the OPCC's data hub, which have fallen from 59% to 51% in the past 2 years - domestic abuse satisfaction ratings remain higher but had fallen from 90% 2 years ago to 83% in July 2024, while Anti-Social Behaviour (ASB) satisfaction ratings have fallen from 60% to 35%. The member asked to what extent this reduction could be attributed to court delays and the additional volume of work. The CEO of ESDAS felt that the reductions in satisfaction were inevitable and noted it was not just the CJS that experiences issues, as issues are also in present in social care services, mental health services and other areas. ESDAS's referrals into those services were difficult, they added
14. A member asked what challenges the Victims and Witness Care Unit governance board was currently considering and what solutions were being considered by the board to address these. The Head of Policy and Commissioning explained that the biggest challenge was the increase in demand on services, that a review would be undertaken of the Victim and Witness Care Unit, and that a new delivery model was being reviewed in which victim care and witness care would be separated into different teams in an attempt to help with the workload. They clarified that increased resourcing was being reviewed, but this would require investment.
15. A member asked if there were any disadvantages to the Victims and Witness Care Unit being run by Surrey Police, especially regarding police perpetrated domestic abuse cases. The Head of Policy and Commissioning acknowledged that the unit is an internal service and noted that a commissioned network of independent services was also available for victims, such as domestic abuse, sexual violence and criminal exploitation services. It was noted that the OPCC has worked closely with domestic abuse services around police perpetrated domestic violence to ensure support and confidentiality was in place, before the CEO of ESDAS added that ESDAS was part of a national

network that looked at police perpetrated domestic abuse. Following the Centre for Women's Justice super-complaint, this group did bespoke work with Surrey Police around their response to police perpetrated domestic abuse, which, they confirmed, continue to be monitored.

16. Regarding the commissioning of specialist support, a member asked how much of the external grants were available and was being affected by the UK's current economic environment. The Head of Policy and Commissioning explained that external funding from the government made up 72% of commissioning's budget and noted that it was not yet known what this would look like beyond March 2025. The OPCC was hopeful, they stated, as the government had a strong commitment to halving Violence Against Women and Girls (VAWG) over the next 10 years. The economic situation was increasing pressure on all funders and the public was generous in supporting external grant funding.
17. The CEO of ESDAS noted that while ESDAS receives statutory funding, a lot of ESDAS' posts were 'additional' from the Ministry of Justice or the Home Office and realistically, from 1st April 2025, ESDAS would therefore lose half of its service. They clarified that ESDAS applied to private trusts and foundations for funding, but a lot had shut their doors due to oversubscription.
18. In relation to the Reducing Reoffending Fund, a member asked if it was possible to measure the outcomes of the activity of the funding. The Head of Policy and Commissioning noted that the Reducing Reoffending Fund had funded several 'Navigator' posts supporting Surrey Police's Checkpoint scheme. This scheme is an out-of-court resolution scheme, where an offender undertakes work with a Navigator to address the root causes of their offending behaviour rather than going to court. This scheme had a 6% reoffending rate in the first year, which dropped to just over 5% over a further 2 years. The reoffending rate of people that did not go through the scheme and went to court was over 20%. Other successful support services included the Amber Foundation, they noted.
19. A member raised that when looking at police figures, she found that violent and sexual crimes were grouped together in one category, despite being different types of offences. The member asked if there was a way to break down the figures in greater granularity. The CEO of ESDAS explained that these figures were broken down and categorised on collection, so the member may only be seeing publicly available that are grouped differently. The Head of Policy and Commissioning added that the data was separated into categories, such as domestic abuse and sexual offences, and that she could assist the member in finding the figures they were seeking.
20. The PCC highlighted that the commissioning work outlined was the core work of the OPCC.
21. The Chief Finance Officer clarified that the Victims' Unit funding came from the Ministry of Justice, but the funding for the Witness Unit came

from general police funding from the precept and general grant. Therefore, if the Witness Unit required extra funding, it would need to compete with the other priorities within the Force.

Actions/requests for further information:

- Officers to provide a copy of the PowerPoint slides on the Commissioning update.
- Chief Executive of ESDAS/Head of VAWCU to provide statistics for number of cases in domestic abuse related deaths in Surrey.
- Officers to provide for different Surrey domestic abuse work contacts by borough for help with outreach, events and casework.
- Officers to clarify where to find data that categorises offences differently by type (i.e. differentiating domestic abuse from sexual offences, etc.).

56/24 SURREY POLICE GROUP FINANCIAL REPORT [Item 7]

Witnesses:

Kelvin Menon, Chief Finance Officer (OPCC)

Key point raised during the discussion:

1. The Chief Finance Officer outlined that the report set out Surrey Police Group's finances as of 30th September 2024 and clarified typographical errors in paragraph one of the report (in the '2024/25 Forecast Outturn' column which should state £0.8million (m), not £1.3m) and the first sentence of paragraph 2 (which should refer to £0.2m rather than £0.8m).
2. A member raised that increases in areas such as Wages and Salaries, Premises and Capital Financing and Reserve was offset this year, largely by increased Grants and Income, the forecast for which rose by £3.3m. The member asked if this was likely to be repeated in future years, and what it would mean for the Surrey Police Group's finances if not. The Chief Finance Officer noted it was difficult to predict future funding, that the Surrey Police Group had some of the 2.5% pay increase funded by the government. The overspend in Wages and Salaries was mainly due to overtime, they added, and a group was in place to help manage the cost of this, while additional staff were placed in areas such as the Contact Centre. They also noted that disorder earlier in the year had generated a mutual aid income, and, if there was no additional income, Surrey Police Group would need to find more savings or use reserves.
3. The Vice-Chairman outlined that last year's report projected a positive £5.5m variance in Wages and Salaries, and a positive Grants and Income variance of £6.6m, double what it was for mid-year 2024/25. The Vice-Chairman asked what the reasons were for these changes. The Chief Finance Officer clarified that last year's report was for the whole year, up to 31 March 2022. The variance in Wages and Salaries was due to the timing of uplift, where it was possible to receive all

funding upfront, but recruitment was phased over the year. This meant there could be an underspend against the grant. This was not possible in the current year as uplift was no longer linked to recruitment, they clarified, noting that, if Surrey Police Group did better on income, it was expected to go towards the capital programme.

4. The Vice-Chairman asked if the Chief Finance Officer was expecting that the year-end results were going to reflect a better picture than current projections. The Chief Finance Officer hoped it would but could not give an exact prediction.
5. A member asked how the overspend in the Premises budget would be impacted by planned works to the Mount Browne Headquarters (HQ). The Chief Finance Officer explained that it should not affect Mount Browne and clarified the overspend related to the cost in moving the Force to Wray Park. Mount Browne's costs are factored into the Medium-Term Financial Strategy, they clarified.
6. Regarding paragraph 6 of the report, a member asked why only £0.3m of the £21m estates budget was spent so far, and if this affected the Estates budget forecast for the end of 2024/25. The Chief Finance Officer explained that most of the money which had not been spent related to Mount Browne. There were some delays to the works planned for Mount Browne, such as in planning and finalising the contract with the developers, they added, before ensuring members that Surrey Police Group wanted to ensure the specification for Mount Browne was correct for operational use. They added that some of the forecasted spend was expected to roll into next year and potentially the year after next.
7. The Chairman asked for clarification regarding the cost to Surrey Police Group finances from the move from Reigate Station due to the discovery of reinforced autoclaved aerated concrete (RAAC). The Chief Finance Officer stated it was around £700,000, which was the cost of moving, fitting out, making Reigate Station Safe, and the rent and service charges of using Wray Park.
8. A member asked why the transfers required in the Financing and Reserves area were unbudgeted, and how this could be prevented in future years. The Chief Finance Officer outlined that Surrey Police Group would make an estimate for transfers to reserves - for areas such as insurance and ill-health, professional advisors would assess what the level of claims was likely to be, and a transfer was made for this - transfers were also made for in-year capital expenditure. If more money was needed in various change initiatives, this would come from the general budget, they added.
9. A member asked if officers could explain the figure of 2,222 for 'average of employees FTE' (full-time equivalent) on page 3 of the report. The member referenced that this appeared to be below the uplift baseline and previous planned figures. The Chief Finance Officer shared that there had been difficulty ascertaining the exact correct figure, and suspected that this was because the figures in the report, supplied by the OPCC's Finance department, referred to a number of

full-time equivalents (FTEs), while uplift is measured by headcount. They were assured by the Force that they would achieve the required uplift total at year-end, but noted however that this was becoming more challenging.

10. A member asked if there had been a change in approach to financing and reserves, referring to the outcome for 2022/23, which conveyed an identified surplus which was then allocated to reserves. The member noted that this now seemed to be happening mid-year. The Chief Finance Officer explained there was not necessarily a change in approach. If Surrey Police Group had a recalculation, such as the insurance reserve in the year, they would try to transfer it. Additionally, If Surrey Police Group had an underspend, they would try to put this into capital. They clarified that, as Surrey Police Group does not receive capital funding, they would prefer to fund from revenue or reserves, rather than borrowing.
11. The Vice-Chairman raised that the chart on page 5 of the report showed £16.4m of as yet unidentified savings were required by the close of 2028/29. The Vice-Chairman asked what the Commissioner felt would be the most likely source of those savings, and what frequency of requested increase to the precept was likely. The Vice-Chairman also asked what pre-referendum precept had been used to calculate those figures. The Chief Finance Officer confirmed that the 2% precept was used to calculate the figures and that the frequency of precept increases would be annual. 80% of Surrey Police Group's costs arise from staffing, and the Chief Constable's new operating model and vision focusses on driving efficiencies and savings by working better, rather than impacting frontline services. Therefore, they stated, fewer people would be required to do the same amount of work, which meant savings would result from reductions in headcount, as well as from changes in areas like procurement and joint-working.
12. A member asked for an update on the nature of the audit disclaimer found in paragraph 10 of the report, and how much confidence the Panel could have in the 2022/23 accounts. The Chief Finance Officer stated the Panel could have confidence in the accounts. The last set of accounts the Surrey Police Group had audited were the 2021/22 accounts, and auditors were in the process of auditing the 2023/24 account, they added, before clarifying that the auditors did not have time to complete the 2022/23 accounts, and thus issued a disclaimer, in accordance with a recent change in statute. They noted that they had recently been informed that there is presently a backlog of 580 sets of such accounts across the country that are overdue their audits.
13. The Vice-Chairman raised that on Tuesday 19 November, the Home Secretary made a range of announcements about the future of British policing, including the creation of a new Police Performance Unit, the Neighbourhood Policing Guarantee and a National Centre of Policing. The Vice-Chairman asked if the PCC had been made aware of any funding arrangements associated with the new measures. The PCC clarified that she had not yet been told how forces will be expected to fund the Neighbourhood Policing Guarantee's 13,000 extra neighbourhood officers, what Surrey Police Force's commitment would

be, and how many officers the Force was supposed to receive. The Home Secretary had stated in a speech at a recent joint APCC and NPCC conference that an extra £500m would be provided for policing, £260m of which would go to police forces, though it was not known if this would fund this year's or next year's pay increase. She stated that she had written to the Home Secretary about the National Insurance costs in Surrey in relation to police salary.

57/24 SURREY POLICE ESTATES UPDATE [Item 8]

Witnesses:

Kelvin Menon, Chief Finance Officer (OPCC)

Lisa Townsend, Police and Crime Commissioner for Surrey (PCC)

Key points raised during the discussion:

1. The Chief Finance Officer outlined that the report was an update on the Estates strategy, mainly around the Mount Browne redevelopment, along with other elements.
2. A member asked if the same course would still be chosen if the 2021 decision to retain and redevelop Mount Browne was taken again today. The PCC felt that the same decision would be taken.
3. The Vice-Chairman referred to paragraph 3 of the report which stated that Public Works Loan Board (PWLB) loans to redevelop the Mount Browne would be paid back from money saved through reduced running costs. The Vice-Chairman asked if the PCC could provide an assurance that this would occur, and that monies would not be redeployed to other services. The Vice-Chairman also asked how greatly those repayments would add to the pressures across the Medium-Term Financial Plan (MTFP). The Chief Finance Officer explained that the business model for Mount Browne relied on the savings from the running costs financing the loan, there is an obligation under the prudential indicators to cover the interest repayments, and that the savings would be used to repay the loan. It should not affect the MTFP in terms of pressures on the Force's operational budget given that savings generated from Mount Browne's redevelopment would be used to repay the loans.
4. A member asked what controls and contract management practices would be in place to ensure risks of overspends and overruns were protected against in the construction project. The Chief Finance Officer explained that there were a lot of negotiations with the developer on the development contract to ensure the Force was protected as much as possible, and that the developer was required to submit a bid before entering each stage of the contract through an open book process, which the Force could then challenge. They assured the panel that cost consultants and quantity surveyors were appointed to assess the spend, and that, if it was found that the cost for a particular stage was more than anticipated, the specification would be reviewed to bring it back into budget. Contingencies for inflation and interest rate rises were also in place, they said.

5. A member asked if there would be a risk register for the Mount Browne project. The PCC explained that a risk register was already maintained by the Estates Team and was discussed at every Estates Board meeting.
6. The member asked how much money was likely to be raised by selling Reigate Police Station, and if it was not attained, what impact this would have on the Eastern Division Accommodation Strategy, and how this eventuality had been planned for. The Chief Finance Officer explained that final bids on Reigate Police Station were awaited. If bids did not meet expectations, then there would have to be additional borrowing or a slightly less ambitious Eastern Division HQ.
7. The member asked what amount Reigate Station was likely to sell for, and how it would be ensured that the Force did not retain any liability for things such as potential injury or property damage when selling Reigate Police Station, which contains (RAAC). The Chief Finance Officer explained that Reigate Police Station was being sold as seen, with the RAAC still in place. Once sold, he believed the liabilities should fall away – it was thought that most parties planning to buy it would demolish the building. He suggested relaying the member's question to the lawyers to ensure certainty around this.
8. A member asked what revenue savings were expected to be delivered by the plans for the Eastern Division. The Chief Finance Officer could not provide the exact figures and stated that he would need to ask the Estates team, but stated that there would be a saving in rent of around £300,000 that was currently being paid for Wray Park, as well as savings in the operation of the building, as the new divisional HQ would be built to modern environmental standards. Operationally, the new building would be bespoke and hence meet the division's needs. The Eastern HQ's location in Leatherhead was also good as it would provide good access to the road network.
9. The member asked if the previous goal to achieve carbon neutrality by 2030 was still in place. The Chief Finance Office described this as an aspiration, noting that the redevelopment of Mount Browne and the Eastern Division HQ was being done to BREEAM (Building Research Establishment Environmental Assessment Method) standard, which would substantially reduce the premises' carbon footprint. The Force's main challenge related to reducing transport emissions as there were not enough suitable electric or hydrogen vehicles to use and they also require infrastructure investments.
10. A member asked when more information would be available regarding the Force's Housing Strategy for newer officers. The Chief Finance Officer explained that there was housing stock in a mixed state of repair, which was now being upgraded, using the proceeds from the sale of empty houses. As part of Housing Strategy, the Force wanted to provide social housing, particularly for trainee officers. However, the PCC had recently been made aware of the Renters' Rights Bill, which had several implications for Forces seeking to provide housing. Currently, the Force could grant assured shorthold tenancies or could tie the tenancy to a person's employment. Under the new Renters'

Rights Bill, although the Force could tie leases to a person's employment, a complication arose from the fact that the PCC owned the buildings but it was the Chief Constable that employed them. They explained that this created a risk of building social housing for officers without the ability to get them to vacate once they left employment with the force. The PCC had written to the Minister about this issue and requested an amendment to the Renters' Rights Bill to allow the letting of occupational premises to a police officer conditional on their employment. If no amendment is forthcoming then the Housing Strategy may not be able to proceed.

Actions/Requests for further information:

- Chief Executive to clarify whether the Estates team's risk register can be provided to the Panel.
- Chief Finance Officer to follow up with lawyers on who will retain legal liability for any RAAC-related issues arising after the sale of Reigate Police Station.
- Chief Finance Officers to retrieve figures from the Estates team on what revenue savings are expected from the plans for the Eastern Division.

58/24 COMMISSIONER'S RESPONSE TO THE PANEL'S RECOMMENDATIONS ON THE COMMISSIONER'S ANNUAL REPORT [Item 9]

Key points raised during the discussion:

1. A member asked when the PCC was planning to publish the annual report. The PCC explained it would be published imminently.
2. The member welcomed the PCC to provide a presentation on her annual report to his council.

Cllr James Baker left the room at 12.23pm

59/24 PCC FORWARD PLAN AND KEY DECISIONS [Item 10]

No comments were made.

60/24 COMMISSIONER'S QUESTION TIME [Item 11]

Witnesses:

Lisa Townsend, Police and Crime Commissioner for Surrey (PCC)
 Ellie Vesey-Thompson, Deputy Police and Crime Commissioner for Surrey (DPCC)
 Kelvin Menon, Chief Finance Officer (OPCC)

To note for the minutes, Commissioner's questions and responses can be found in the supplementary agenda.

Key points raised during the discussion:

1. Written responses to questions were provided to members by the OPCC. Regarding Commissioner's question 1 from Cllr Mike Smith, the PCC added that there was a significant focus on improving Grade 1 and Grade 2 incident responses in Surrey Police, adding that there had been an extensive data-led review, the results of which would be implemented on 9th December 2024. There was also internal analysis and comparison with other Forces, they said. For Grade 1, the time limit was increasing from 15 to 20 minutes, aligning with Sussex Police and reducing confusion for collaborative teams including the Roads Policing Unit - the performance target has also been raised to 80%. Regarding Grade 2, the PCC clarified that analysis showed that the criteria used for both Grade 2 and Grade 3 were being handled as Grade 2 incidents by Surrey Police, inflating the pool of Grade 2 incidents. Therefore, Grade 2 had been separated from a new Grade 3 classification, which is now set at a 24-hour response time, matching Sussex Police. The Grade 2 response time is set at 1 to 24 hours with a target of 80%. The PCC also noted that Grade 3 incidents include the use of Scheduled Appointment Vehicles since implementation on 14 October 2024, a measure that has received positive feedback from divisions, and referred to the new embedded Chief Inspector Silver role in the Command Room, due to start imminently. Surrey Police has also been making good use of the 'Suspicious Activity Portal', which allowed the public to upload CCTV footage to aid in police investigations, they said.

Cllr James Baker returned to the room at 12.25pm

2. In follow-up to Commissioner's question 2, Cllr Richard Wilson asked if there had been a change in policy, noting that the PCC had previously stated she was not in favour of the facility for DISC to report directly into Surrey Police's Niche system, and that people should instead dial 999 or 101. The PCC answered there was not a change in policy and that she did have concerns around this topic. She noted that multiple reporting systems could create more risk. In reference to the Cllr Wilson's question to whether its availability could be brought forward, the PCC stated this was not possible because the Force and partners had to ensure it was done correctly and were reducing the risk as much as possible.
3. Cllr Richard Wilson asked for clarification that the concern was not around a large increase in reporting of shoplifting which could reflect negatively on the figures. The PCC confirmed this was not the concern. The concerns were around victims not getting the response needed due to multiple channels of reporting and confusion this could cause for people using the system.
4. In follow-up to Commissioner's question 4, Cllr Paul Kennedy asked if there had been any change in the PCC's thinking around the Police and Crime Plan. Cllr Kennedy also asked if the Surrey Youth Commission report's recommendations could influence the Police and Crime Plan. The Deputy Police and Crime Commissioner (DPCC) explained that the Surrey Youth Commission's report that Cllr Kennedy would have seen was the previous year's report and the majority of what was in this had been delivered. The new Surrey Youth Commission report would soon be launched but was not expected to

significantly influence the new Police and Crime Plan, they said. The PCC added that the Plan was still undergoing consultation, and no final decisions had yet been taken.

5. Cllr Kennedy raised a concern regarding bringing the draft Police and Crime Plan to the Panel's February 2025 meeting due to precept discussion also taking place at that meeting. The PCC stated that she felt it would be wrong to rush the Police and Crime Plan.
6. In reference to the first item on the agenda, a member asked if the delays in court hearings were all due to decreased funding of the criminal justice system over the past decade, or if there were any other factors involved. The PCC noted that the Covid-19 pandemic had a significant impact on court delays, and that people were also leaving and not joining the criminal bar. There are a multitude of reasons, they said, including the need for better funding, but did not feel it was fair to blame the current or previous governments alone for the current position.
7. In follow-up to Commissioner's question 5 regarding ANPR funding, Cllr Paul Kennedy raised that councillors at Mole Valley District Council had been asked to support CIL (Community Infrastructure Levy) bids for ANPR (Automatic Number Plate Recognition). Cllr Kennedy outlined that a concern among councillors was around a lack of transparency on who should pay for ANPR, which also has a broader and more national benefit. The PCC referred to a 10pm to 6am shift she undertook with the Mole Valley response team where they were locating and following a vehicle, and no issues were found finding the vehicle using ANPR. The DPCC added there were a lot of other things ANPR could be used for that had a more local impact.
8. The Chief Finance Officer noted that emergency services were not included as a statutory benefactor for funding from the CIL and Section 106 regimes. The PCC had written to the minister asking for this to be considered in the Planning Bill going through Parliament, in order to give emergency services the right to call upon CIL funding.

61/24 SURREY PCP BUDGET MID-YEAR CLAIM 2024 [Item 12]

No comments were made.

The Panel **NOTED** the report.

62/24 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 13]

No complaints were received since the last meeting.

63/24 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 14]

Witnesses:

Damian Markland, Head of Performance and Governance (OPCC)
 Jake Chambers, Scrutiny Officer

Key points raised during the discussion:

1. A member raised that the Panel was expecting to receive an update on establishment numbers and a breakdown by division and role and asked if this was still expected. The Head of Performance and Governance stated that it would be included in future workforce planning documents that were received by the Panel every two meetings. The Scrutiny Officer confirmed.

64/24 DATE OF NEXT MEETING [Item 15]

The Chairman declared the date of the next meeting as Monday 3 February 2025.

Meeting ended at: 12.40pm

Chairman

