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Item 9



SURREY PCP

Democratic Services  
Woodhatch Place,  
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Surrey  
RH2 8EF

2 October 2024

*Sent via Email.*

Dear Commissioner,

### **Police and Crime Commissioner for Surrey Annual Report 2023-2024**

Thank you for meeting with the Surrey Police and Crime Panel on 26 September 2024 to discuss the content of your Annual Report 2023-24. The Panel appreciated the ability to discuss the variety of issues raised in the report and found the discussion useful and informative. We agreed to reflect after the session and to respond in writing with any specific comments or recommendations regarding the Report. These are as follows:

- **The Panel is concerned that the report does not provide an assessment of performance against KPIs, RAG rating or other similar measures to provide a clear and objective assessment of performance against stated objectives.** Members noted that the datahub was available to residents and provides a valuable snapshot of performance at a given point in time, but does not substitute for a formal analysis of performance against targets over the course of a performance year. The Panel felt that the Annual Report should enable residents to understand whether the objectives set out in the Police and Crime Plan have been met. Quantitative performance measures should be included in a consistent manner to give a complete picture. The Panel asks that this is addressed in future annual reports.
- **The report should include greater information on the attainment against the constituent objectives of each of the Commissioner's headline aims.** The Panel noted the absence of the specific objectives that make up each of the 5 headline aims, and welcomed the fact that work is underway within the OPCC to review how these are presented and reported on. It was agreed that transparency and reference to these was important for residents and the Panel ask that these also feature in the Commissioner's future annual reports.
- **The report should include an update on the work of the Surrey Domestic Violence Hub.** The Commissioner committed to provide this in future reports after members congratulated her on the important work of the Surrey Steps to Change Hub.
- **The report should provide a balanced picture of performance reflecting the range of issues and concerns raised in the most recent PEEL inspection by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services.** The Panel recommends that the report is amended to address this point.

On behalf of the Panel, I would like to thank you once again for attending the meeting. We look forward to our informal session with the Chief Constable in October and receiving the draft Police and Crime Plan at our next public meeting in November. The Panel will consider the formation of a sub-group to consider the draft Police and Crime Plan in more detail around this time. I have asked my officers to liaise with yours about setting this up. If you have any questions regarding the above comments, please do not hesitate to communicate them to me via the Panel's Scrutiny Officer, Jake Chambers.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Robini', is centered on the page. The signature is written in a cursive style with a large initial 'J'.

**Councillor John Robini**

Chairman of the Surrey Police and Crime Panel