

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

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**ACTIONS TRACKER**

Meeting	Item	Action	Responsible Officer/Member	Update/Response
2 February 2024	<b>6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]</b>	Action i: The Commissioner to update the panel on the new deployment and grading system, once complete.	OPCC	Update provided to September meeting as part of full PEEL update.  Implementation of report's recommendations continue to be monitored and assessed.
2 February 2024	<b>6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]</b>	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.

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26 September 2024	<b>PUBLIC QUESTIONS [Item 5]</b>	<p>The PCC to write to the Panel in response to Cllr Ashely Tilling's supplementary question, asked by Cllr Paul Kennedy.</p> <p><b>Supplementary Question:</b> Several of the Surrey BIDs that already had DISC, paid for by their levies, were waiting for the direct link into Surrey police for ease of reporting incidents and to encourage more businesses to engage. Can Surrey Police commit to creating the direct link for more Surrey BID DISC systems into their own system and provide a schedule for this?</p>	<b>OPCC</b>	<p><b>Response from the OPCC Head of Performance and Governance (received 20 November 2024):</b></p> <p>"I understand that Surrey Police is currently looking at integration between DISC and their own systems. As outlined at the meeting, I am informed that this request is being actively progressed and primarily led by the Digital, Data and Technology Team. Technical specifications are being exchanged and an early estimate for direct integration is January 2025 - although this is subject to there being no significant issues discovered and joint agreement on contact and crime management processes following a report."</p>

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26 September 2024	<b>POLICE AND CRIME PLAN CONSULTATION METHODOLOGY [Item 6]</b>	OPCC to provide the absolute values for the number of participants involved in the focus groups and surveys, as well as for each response category once the consultation is completed.	<b>OPCC</b>	<b>OPCC response (received 20 November 2024):</b>  "This will be provided as part of the final report brought to the PCP."
26 September 2024	<b>POLICE AND CRIME PLAN CONSULTATION METHODOLOGY [Item 6]</b>	The Head of Performance and Governance to share the consultation survey with panel members.	<b>The Head of Performance and Governance/OPCC</b>	<b>OPCC response (received 20 November 2024):</b>  "This has now been done. <a href="https://www.pcc.gov.uk">Police and Crime Plan   Police &amp; Crime Commissioner for Surrey (surrey-pcc.gov.uk)</a> "

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26 September 2024	<b>POLICE AND CRIME COMMISSIONER ANNUAL REPORT 2023/24 [Item 7]</b>	PCC/OPCC to provide update on what was achieved in-year on the work of the Surrey Domestic Violence Hub in the next annual report.	<b>OPCC</b>	<b>OPCC response (received 20 November 2024):</b>  OPCC noted this action and will provide in the next annual report.
26 September 2024	<b>POLICE AND CRIME COMMISSIONER ANNUAL REPORT 2023/24 [Item 7]</b>	OPCC to produce a future update on the progress made in regard to rural domestic abuse.	<b>OPCC</b>	OPCC noted this action and will await scheduling request from SCC.
26 September 2024	<b>POLICE AND CRIME COMMISSIONER ANNUAL REPORT 2023/24 [Item 7]</b>	The DPCC to provide a written a breakdown of veteran's work and Surrey Police- specifically on the status of a potential Veteran-specific route into Surrey policing, which was previously being considered.	<b>OPCC</b>	OPCC are liaising with panel support officers with regards to format and timing.

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26 September 2024	<b>HMICFRS PEEL INSPECTION UPDATE [Item 8]</b>	<b>To clarify:</b> How will AFI 1 (force is too often failing to record sexual offences, particularly sexual assault, and rape crimes) and detail of the performance management measures, training programme and longer-term sustainable model being implemented for this be updated on for the Panel? Will this be a future report?	<b>OPCC</b>	OPCC are liaising with panel support officers with regards to format and timing.

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26 September 2024	<b>SURREY POLICE RECRUITMENT AND WORKFORCE PLANNING UPDATE [Item 9]</b>	The PCC/OPCC to provide updates on the strategic issues regarding the enhanced scrutiny arrangements around misconduct hearings, as part of the standing workforce planning update item.	<b>OPCC</b>	<b>OPCC response (received 20 November 2024)::</b>  “The OPCC noted this action and will look to include in future items.”
26 September 2024	<b>MEDIUM-TERM FINANCIAL PLAN UPDATE 2024/25 TO 2027/28 [Item 10]</b>	The Chief Finance Officer to share the scenario modelling on the pessimistic and optimistic versions of the MTFS.	<b>The Chief Finance Officer/OPCC</b>	<b>OPCC response (received 20 November 2024):</b>  “The Chief Finance and S151 Officer will include this additional information in future MTFS reports.”  <i>Additional information was provided for members of the Panel.</i>
26 September 2024	<b>SURREY POLICE GROUP UNAUDITED FINANCIAL REPORT 2023/24 [Item 11]</b>	The Chief Finance Officer to provide more detail on the revenue reserves surplus of the force.	<b>The Chief Finance Officer/OPCC</b>	<b>OPCC response (received 20 November 2024):</b>  <i>Additional information was provided for members of the Panel.</i>

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26 September 2024	<b>SURREY POLICE GROUP UNAUDITED FINANCIAL REPORT 2023/24 [Item 11]</b>	OPCC to provide update on the strength of the force's establishment in particular areas e.g. PCSOs.	<b>OPCC</b>	<p><b>Response from the OPCC Head of Performance and Governance (received 20 November 2024):</b></p> <p>The Head of Performance &amp; Governance (OPCC) will ensure that these are provided in future workforce planning papers.</p>

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**RECOMMENDATIONS TRACKER**

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November 2023	<b>PROGRESS ON POLICE AND CRIME PLAN 2021-2025 [Item 8]</b>	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. <b>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.</b>	<b>OPCC</b>	<b>OPCC response (received 24 January 2024):</b>  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.



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<p><b>2 February 2024</b></p>	<p><b>6/24 HMICFRS PEEL INSPECTION INTO SURREY POLICE [Item 6]</b></p>	<p>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 <b>asks the Commissioner to report to the Panel in June 2024 on progress</b> 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.</p>	<p><b>OPCC</b></p>	<p>A report on progress addressing the HMICFRS PEEL inspection recommendations <b>will be taken at the September 2024 Panel meeting</b>. This has been deferred in light of the pre-election period with the agreement of Monitoring Officers.</p>
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