

SURREY POLICE AND CRIME PANEL

OVERSIGHT OF THE HANDLING OF POLICE COMPLAINTS, VETTING AND POLICE MISCONDUCT

24th April 2025

1. INTRODUCTION

- 1.1 Police officers exercise significant powers and although the vast majority serve with integrity, professionalism and commitment to public safety, we know there may be occasions when people feel dissatisfied with the service they have received from the police.
- 1.2 Therefore, a robust, fair and proportionate complaint and disciplinary system exists to ensure accountability, improve delivery of service and to protect the public from those officers who bring the police service into disrepute.
- 1.3 Scrutiny by the Police & Crime Commissioner (The Commissioner) as the Elected Local Policing Body, acts as a key part of this framework, helping to maintain public confidence in the police, upholding professional standards and safeguarding the public.
- 1.4 Pursuant to the Police Reform and Social Responsibility Act 2011 and Policing & Crime Act 2017, the Police and Crime Commissioner has, in addition to other areas of responsibility, a statutory role in:
 - local oversight of the handling of public complaints by Surrey Police
 - acting as an independent Review Body for complaints recorded under Schedule 3 of the Police Reform Act 2002
 - dealing with complaints against the Chief Constable, a role known as the 'Appropriate Authority'
- 1.5 This report has been prepared for the Police and Crime Panel, describing how the Commissioner fulfils their obligations, as well as further work undertaken by the Commissioner's Office to scrutinise police vetting and the handling of police misconduct cases.

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2. LOCAL OVERSIGHT OF THE HANDLING OF COMPLAINTS BY SURREY POLICE

MODEL OF COMPLAINT HANDLING

- 2.1 The Policing and Crime Act 2017 and Police Reform Act 2002 made a number of changes to the way the Police and the Police and Crime Commissioner handle public complaints.
- 2.2 The model adopted by the Commissioner is that Surrey Police handle all reports of complaint and dissatisfaction about its staff through its Professional Standards Department (PSD) the first instance.
- 2.3 The Commissioner is then responsible for carrying out independent reviews of complaints that have been handled by PSD and recorded under Schedule 3 of the Police Reform Act 2002. The Commissioner also handles complaints against the Chief Constable.

IOPC COMPLAINTS DATA

- 2.4 Each quarter, the [Independent Office for Police Conduct \(IOPC\)](#) collect data from all police forces about how they handle complaints. They use this to produce information bulletins that set out performance against a number of measures. They compare each force's data with their Most Similar Force (MSF) group and National Average.
- 2.5 The Commissioner's Office interrogates this data and together with other internal PSD performance data, provides the public with a narrative in response. In accordance with the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021, this information is published on the Commissioners website within one month of publication by the IOPC.
- 2.6 The Commissioners Complaints Lead also meets with the IOPC and PSD to discuss this data on a quarterly basis. Current and past IOPC bulletins and our responses are available on the Commissioners website [here](#).

SURREY POLICE COMPLAINTS BETWEEN 1ST APR 24 - 31ST DEC.24

- 2.7 The latest complaints data show that Surrey Police continue to log complaints within one day of receiving them, lower than the MSF and the National Average.
- 2.8 The average days to contact a complainant has been maintained at five days, which remains below the National Average and an increase of three days compared to the Same Period Last year (SPLY).
- 2.9 The Force has historically been proud of being one the best in the county for contacting a complainant, therefore, this decline is a disappointment to the Commissioner. Therefore, following specific intervention by the Commissioner's Office, the Force is now looking to make improvements through greater senior

leadership scrutiny, changes to internal processes, refreshed training and new performance measures.

- 2.10 Surrey Police still, however, continue to log higher numbers of complaints and allegations than the SPLY and compared to MSFs. Surrey Police recorded 1,994 complaints compared to 1,687 the SPLY. The MSF average was 1,702 complaints.
- 2.11 There are many factors that can influence the increase in recording including and not limited to; ethical recording by Surrey PSD where other force areas may not be so thorough, higher expectations of the Surrey Public who wish formal logging of complaints, or possible over-recording by PSD due to lack of understanding of IOPC categories.
- 2.12 The Commissioner's Office is working closely with the PSD to ensure recording of complaints is an area of further focus, ensuring that over-recording due to administrative issues is not the cause through further dip checking activity and performance meetings with the PSD Head of Complaints.
- 2.13 Following ongoing scrutiny work by the Commissioners Officer, the percentage of cases formally recorded under Schedule 3 and logged due to 'Dissatisfaction after initial handling' has reduced from 31% to 25%. This continues to suggest that more complaints are being successfully resolved at first contact. On reviewing the low figure compared to MSFs in relation to recording matters under the category 'AA/body responsible for initial handling decides', the Commissioner is pleased to confirm that the Force is recording matters in line with the guidance from the IOPC.
- 2.14 Of note, however, is that a complaint case can contain numerous allegations, therefore, when reviewing the Force data, it indicates that Surrey Police is in line with MSF's and National Averages, when viewed alongside the increase in complaints logged. The Force has seen a further decrease in the use of the National Factor 'None' category compared to SPLY, but it remains higher than MSF and National Average. Following scrutiny work, the Force has agreed to roll out further training and communication with complaint handlers to ensure this is reduced further.
- 2.15 Through regular scrutiny work, an area of concern that has been identified is the timeliness of Surrey PSD to deal with complaints that have been formally logged under Schedule 3 of the Police Reform Act 2002. Surrey Police is seeing increased timeliness in dealing with matters not subject to an investigation and this is an area of concern. The Commissioner's Office is working with the PSD Complaints Manager to improve timeliness so that complainants receive a much improved and timelier service.
- 2.16 With support of the Commissioner's Office, PSD are in the process of recruiting new complaint handlers, introduced an improvement plan to address the issue including the introduction of KPI's for complaint handlers, regular performance meetings and a new dedicated information site for complaint handlers.

- 2.17 Surrey Police continues to refer more cases to the IOPC than MSF, and whilst in most cases these are returned to the force to handle, the Commissioner's Office have ratified the referrals as appropriate with the IOPC.
- 2.18 In relation to LPB reviews, the Commissioner's Office received 101 requests for independent reviews which is higher than the SPLY and nearly double that of our MSF. The average number of days to complete a LPB review has increased by six days and now takes an average of 38 days to complete. This is better than the National Average and two days longer than MSF. In relation to outcomes, the Commissioner's Office upheld six out of the 86 reviews completed. This low number demonstrates that the handling of complaints by Surrey Police is on the majority of cases reasonable and proportionate, however, the Commissioner's Office continue to work closely with PSD to ensure that handling of complaints is prompt, reasonable and proportionate.

ACTING AS AN INDEPENDENT REVIEW BODY

- 2.19 The Police and Crime Commissioner is the relevant review body for the majority of complaints handled by Surrey Police under Schedule 3 of the Police Reform Act 2002.
- 2.20 The IOPC is the relevant review body for more serious matters or where the complaint involves senior police officers such as the Chief Constable.
- 2.21 To maintain independence, the Commissioner has recruited a fully trained and appropriately skilled Complaints Review Manager whose sole responsibility is to conduct statutory reviews. The Complaints Review Manager is impartial to PSD.
- 2.22 Complainants wishing to have their PSD complaint outcome reviewed by the Commissioner's Office must request this in writing within 28 days from the date on their outcome letter, either by email, online webform submission or postal letter.
- 2.23 The Police Reform Act 2002 and IOPC Statutory Guidance, require that the relevant review body consider whether the handling and outcome of the police complaint was 'reasonable and proportionate'.
- 2.24 Reviews do not involve re-investigating the matters that caused the complaint to be submitted, rather they consider the handling of the complaint itself by PSD and the outcome.
- 2.25 Although there is no time limit set in the legislation, the Commissioner aims to complete all reviews within 10 weeks of the date of receipt.
- 2.26 If the result of the Review deems that the outcome provided by the PSD was reasonable and proportionate, the Review is not upheld. If there is any element of the Review that is deemed to not be reasonable or proportionate, the Review is upheld.
- 2.27 Any recommendations that flow from this are formally logged and provided to PSD. They then have 28 days to either agree or disagree to the recommendation. Should

PSD not agree with any recommendation, they must provide full rationale, but the expectation is that the recommendation is accepted.

- 2.28 Recommendations can range from minor administrative changes to the requirement for PSD to re-open the complaint for the point/s of complaint not upheld by the Commissioner's Office to be re-investigated.
- 2.29 The latest data from the IOPC for Quarter 3 (2024/25) shows that the Commissioners' Office finalised reviews on an average of 38 days. This is in line with MSFs and better than the National Average.

REQUESTS TO REVIEW SCHEDULE 3 PSD COMPLAINT OUTCOMES IN FY 2024/25

- 2.30 During the past twelve months, the Commissioner's office has received 161 requests for independent reviews of complaints handled by Surrey Police PSD under Schedule 3 of the Police Reform Act 2002. Of these, 137 (85.1%) were accepted as valid requests.
- 2.31 At time of writing, 31 March 2025, the Commissioner's Office has completed 106 of those reviews, with 31 ongoing. Average time to complete reviews is 38 days.
- 2.32 Nine of the 106 completed reviews were upheld, with a total of seventeen recommendations being made to PSD. This compares favourably with the MSF average of 13% of reviews being upheld. All of the recommendations made have been accepted.
- 2.33 Additionally, ten points of learning were identified from reviews that were not upheld. Seven of these related to the 'General level of service' and three to 'Evidential procedures. All have been accepted by PSD.

INFORMATION LEAFLET ADDED TO PSD COMPLAINT OUTCOME LETTERS

- 2.34 To help ensure that complainants are aware of their right to have the handling of their complaints by PSD independently reviewed by the Commissioner's Office, PSD have agreed to include an information leaflet with every outcome letter as overleaf.

What can you expect from the Office of the Police & Crime Commissioner for Surrey if you choose to request a review?



We will review the original investigation or enquiries that were conducted into your complaint and look at whether the handling or the outcome of your complaint was reasonable and proportionate.



We can make recommendations for the police to offer an apology or another type of remedy to help resolve your complaint, if this is appropriate.



We can identify learning recommendations to improve policing.



We can only consider reviews where we are the 'relevant review body'. You can find details of this in your outcome letter from the police service.



The review process does not re-investigate your original complaint.



We cannot consider matters which did not form part of your original complaint.



We cannot deal with reviews that have been submitted outside of the 28 days given by the police service who dealt with your original complaint, unless there are exceptional circumstances.



We cannot direct a police service to open a criminal investigation or change the outcome of previous criminal proceedings, such as challenge a caution or overturn a conviction.



We cannot recommend or award compensation. If you want to pursue this, please contact the Joint Insurance Service Team at the following: SurreyandSussexclaims@sussex.police.uk You may wish to seek independent legal advice regarding any claim.



We cannot direct the outcome of any disciplinary proceedings.

For more information, please visit our website at www.surrey-pcc.gov.uk

DEALING WITH COMPLAINTS MADE AGAINST THE CHIEF CONSTABLE

- 2.35 Under the Police Reform Act 2002 and IOPC Statutory Guidance, the Commissioner’s office is the Appropriate Authority for dealing with complaints that are about the conduct of the Chief Constable.
- 2.36 When a complaint about the Chief Constable is made, the Commissioner’s will establish whether the matter is an expression of dissatisfaction that directly involves the Chief Constable and ensure that the complainant is eligible to complain.
- 2.37 It is important to note, that the Chief Constable delegates responsibilities under Part 2 to the Police Reform Act so if a complaint is about the decisions of the Force in general, or about a delegated power rather than the personal conduct of the Chief Constable personally, the Act requires that these matters be directed to PSD.
- 2.38 Please see below a breakdown of Chief Constable complaints received by the Commissioner between 1 April 24 – 1 March 25:

CHIEF CONSTABLE COMPLAINTS RECEIVED BY SURREY OPCC 01/04/24 TO 31/03/25

No. Chief Constable complaints received	5
Q1 2024/25	<ul style="list-style-type: none"> • 2 complaints which were both disapplied as they did not involve the personal actions of the Chief Constable. Logged as expressions of dissatisfaction.
Q2 2024/25	<ul style="list-style-type: none"> • 0 complaints received.
Q3 2024/25	<ul style="list-style-type: none"> • 1 complaint which was disapplied as it did not involve the personal actions of the Chief Constable. Logged as expressions of dissatisfaction.
Q4 2024/25	<ul style="list-style-type: none"> • 2 complaints which were disapplied as it did not involve the personal actions of the Chief Constable. Logged as expressions of dissatisfaction.

RANDOM DIP SAMPLING OF COMPLETED POLICE COMPLAINTS

- 2.39 Random dip sampling of completed complaint cases is also carried out by the Commissioner’s Office to scrutinise complaint handling by PSD and identify any areas for service improvement. Matters of concern are reported to the PSD Complaints Manager and Head of Professional Standards, and depending on severity, may be reported to the Deputy Chief Constable. Please following examples:

OPCC DIP SAMPLING OF PSD COMPLAINTS BETWEEN 01/04/2024 AND 31/03/2025

Dip Checks completed	23
Complaint Themes (please note that these were the original allegations and may not have been proven following investigation)	<ul style="list-style-type: none"> • Discriminatory behaviour. • Individual behaviours – overbearing and harassing. • Officer conduct. • Police powers, policies and procedures. • Stop and search. • Treatment in custody. • Unprofessional attitude and disrespect. • Use of force.
Outcome of checks	<ul style="list-style-type: none"> • OPCC satisfied with the handling of 20 complaints. • Some learning points identified in 3 others.
Learning identified for Surrey Police PSD	<ul style="list-style-type: none"> • The need to ensure proper administrative processes are followed. • Providing complainants with meaningful updates every 28 days as required by legislation. • The need to ensuring all points of complaint are recorded.

COMPLAINT TIMELINESS REPORTS

- 2.40 Regulation 13 of the Police (Complaints & Misconduct) Regulations 2020 requires that where a complaint investigation by PSD is not completed within 12 months, the Appropriate Authority must, as soon as practicable after the end of that period, provide in writing a report to the Commissioner setting out the history of the complaint and reason for the delay in completion.
- 2.41 These reports are meticulously reviewed and monitored by the Commissioner’s Office, ensuring any investigations are dealt with in an expeditious and diligent manner. Feedback is then provided to the IOPC and PSD of such reviews including any concerns regarding timeliness. The following table provides a summary of current complaints ongoing past 12 months.

POLICE COMPLAINT TIMELINESS REPORTS RECEIVED FROM PSD 01/04/24-31/03/25

No. Timeliness reports received	23
Complaint Themes	<ul style="list-style-type: none">• Arrest and treatment in custody.• Discrimination.• Lack of investigation.• Misconduct/criminal case.• Quality of police investigation.• Use of force.
Outcome of checks	<ul style="list-style-type: none">• OPCC satisfied with the handling of 18 complaints of which most have been delayed due to circumstances outside Surrey Police PSD control such as being in sub-judice or awaiting IOPC action.• However, delays were found to be disproportionate in 5 cases.
Themes of disproportionate delay	<ul style="list-style-type: none">• Timeliness (excessive delays with no reasonable cause)• Lack of regular 28-day meaningful updates to complainants.

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SHARING OF COMPLAINTS DATA BETWEEN PSD AND OPCC

- 2.42 As the Commissioner has a duty to ensure that the Chief Constable has an effective and efficient police complaints system in place, the scrutiny of this is carried out by the Commissioner themselves and by the Commissioner's Complaints Lead who holds regular meetings with both the Head of PSD and Complaints Manager.
- 2.43 An information sharing agreement exists and the Commissioner's Office has full access to police complaints systems so that unfettered scrutiny can take place. In addition, the Commissioner's Office scrutinises monthly PSD performance data on complaints and police misconduct matters.

PERFORMANCE & ACCOUNTABILITY MEETINGS AND HMICFRS INSPECTIONS

- 2.44 The Commissioner holds Public 'Performance and Accountability' meetings two times a year. These meetings are the forum where the Commissioner holds the Chief Constable to account for delivering their duties. Separate 'Resource and Efficiency' meetings that are held in private between the Commissioner and Surrey Police. A dedicated complaints update is considered at least once every six months as part of this meeting cycle. More information on how we scrutinise performance is available on our website. <https://www.surrey-pcc.gov.uk/performance/complaints-data/>

2.45 Further scrutiny of the police complaint's function is carried out by the IOPC and scheduled annual inspections by His Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS). The latest HMICFRS PEEL (Police Effectiveness, Efficiency and Legitimacy) inspection report of Surrey Police is available on the HMICFRS website using the link below.

<https://hmicfrs.justiceinspectrates.gov.uk/publications/peel-assessment-2023-25-surrey/>

SCRUTINY MEETINGS WITH PSD

2.46 The Commissioner's Office has an established process for review and scrutiny of the performance of the PSD in the form of regular scrutiny meetings. Held on a quarterly basis, these meetings include analysis and discussion around complaints with the Head of the PSD and the PSD Complaints Manager. Analysis includes review of numbers of cases, the types of complaints, the time taken to deal with them, cases referred to IOPC and any other matters of significance. Further discussion arises in respect of matters that maybe of significance including national/local importance, public and media interest and impact across communities.

OPCC/PSD SCRUTINY MEETINGS FY2024/25 BETWEEN 01/04/2024 AND 31/03/2025

No. of scrutiny meetings	8
Discussion themes	<ul style="list-style-type: none"> • Feedback on dip checks and timeliness reports. • Gross misconduct hearings, admin and co-ordination. • IPM recruitment activity and training. • IOPC Quarterly Complaints bulletin results. • LQP performance. • OPCC/PSD complaints protocol. • Police officer pension forfeiture policy. • PSD Workload and resources. • Schedule 3 Reviews and service recovery. • Work to proactively prevent conduct matters.

MONITORING OF THEMES AND TRENDS AND FEEDING BACK TO THE PCC/FORCE

2.47 One of the other key roles of the Commissioner is to be the voice of residents when it comes to local policing concerns and to hold the Chief Constable to account for delivery of the priorities of their local police and crime plan. To achieve this, residents must be able to easily contact and engage with the Commissioner.

2.48 The Contact and Complaints work carried out by the Commissioner's Office is the frontline of this effort, handling hundreds of contacts each month.

2.49 Typical themes of contact include general police and crime enquiries, incident reports, expressions of dissatisfaction and complaints about Surrey Police. The

Commissioners Office provide advice and guidance on how to navigate the police complaints system, put residents directly in touch with their local police teams and work to resolve community casework.

- 2.50 All public contact is logged and recorded so that so that the Commissioner can monitor emerging trends and themes in the nature and types of local policing matters that are concerning residents. Statistical insight from this data is shared with the Commissioner (via regular Complaints & Misconduct Update Reports and meetings) to help inform her scrutiny of the Chief Constable.
- 2.51 Our Complaints Review Manager also logs recommendations for Surrey Police and points of learning from statutory reviews requested under Schedule 3 of the Police Reform Act 2002 that is also shared with the Commissioner.
- 2.52 Information gathered as described above is fed back to the Force via regular meetings with PSD, attendance at the Force Organisational Learning Board, and via other force-wide meetings. The Commissioners Office also work closely with the force to secure wider learning through force-wide communications, training days and CPD events.

MONITORING COMPLAINANT SATISFACTION

- 2.53 The Force has created a bespoke performance product that captures complaint and misconduct data. This data is scrutinised by the Force and the Commissioner's Office regularly, ensuring performance remains a high priority.
- 2.54 PSD focus heavily on complaint satisfaction by making sure any initial contact with a complainant is both timely and proportionate. Surrey Police is performing really well in this area and is both better than the MSFs and National Average when it comes to initial contact with and the logging of complaints.
- 2.55 There are also several indirect measures of monitoring complainant satisfaction in terms of the information collated and published in the quarterly IOPC Complaints Information Bulletins which the Commissioner keeps under regular review:
- The proportion of dissatisfaction dealt with outside the formal complaints process (outside schedule 3), and which enables prompt action to resolve issues raised by the public and those which then result in a formal complaints process.
 - The timeliness of contact with the complainant to deal with the complainant.
 - The quantity of complaints which, when being investigated within the formal complaints process (inside schedule 3), exceed a 12-month investigation time period.
 - The proportion of complaints where complainants apply for a review. This shows that, for whatever reason, the complainant is not happy with the outcome of the formal process.

3. OVERSIGHT OF MISCONDUCT

- 3.1 Police officers in England have significant powers and most perform their duties with the utmost integrity and professionalism. However, accountability is crucial to maintaining public trust, ensuring fair treatment, and upholding the rule of law.
- 3.2 A robust accountability framework protects the reputation of the vast majority of police officers who are dedicated professionals working tirelessly to protect the public by clearly distinguishing between those who uphold the law and those who abuse their position.

Maintaining Public Confidence

- 3.3 The Commissioner plays a key role in overseeing misconduct processes, ensuring they are conducted fairly and in accordance with regulations.
- 3.4 Maintaining high standards of conduct within the police service is vital for public trust. Addressing misconduct effectively ensures that the reputation of the service remains intact, reinforcing the principle that policing should be fair, impartial, and accountable.

Definition and Standards of Misconduct

- 3.5 Misconduct is defined as behaviour that breaches professional standards seriously enough to justify disciplinary action, while gross misconduct is severe enough to warrant dismissal, such as criminal behaviour. The Police (Conduct) Regulations 2020 as amended by the Police (Conduct) (Amendment) Regulations 2020⁴ outline standards of professional behaviour, including:
- **Honesty and Integrity:** Officers must be truthful and not misuse their position.
 - **Respect and Courtesy:** Officers must treat the public and colleagues with respect.
 - **Equality and Diversity:** Officers must act impartially and not discriminate.
 - **Use of Force:** Only necessary, proportionate, and reasonable force is allowed.
 - **Confidentiality:** Information must be treated with respect and not improperly disclosed.
 - **Fitness for Duty:** Officers must be fit to perform their duties.
 - **Challenging Improper Conduct:** Officers must report and address misconduct among colleagues.

Misconduct Proceedings

- 3.6 Misconduct proceedings are initiated when an officer's behaviour potentially breaches these standards. PSD typically handles these investigations, but serious allegations (e.g., corruption or excessive force) are referred to the IOPC. Types of misconduct hearings include...

Misconduct Meeting:

Private, led by senior officers, to determine whether the conduct amounts to misconduct.

Gross Misconduct Hearing:

Public (unless exceptional circumstances dictate privacy), chaired by a Chief Constable or designated officer, with two independent panel members and one legally qualified person.

Accelerated Misconduct Hearing:

Fast-tracked for cases where gross misconduct is evident and public confidence demands quick resolution.

Outcomes of Misconduct Proceedings

3.7 Possible outcomes vary by the severity of the misconduct:

- **Misconduct Meeting Outcomes:** Written warning or final written warning.
- **Gross Misconduct Hearing Outcomes:** Written warning, final written warning, reduction in rank, or dismissal without notice.
- **Accelerated Hearing Outcome:** Dismissal without notice if the misconduct is clearly proven.

3.8 Written warnings last 18 months, while final written warnings may last up to 5 years. Reduction in rank applies if the misconduct is serious but not warranting dismissal. Dismissal without notice occurs for the most severe breaches.

Police Appeals Tribunals

3.9 Pursuant to the Police Appeals Tribunal (PAT) Rules 2020, the Commissioner’s Office acts as the ‘Relevant Person’ as defined under the Act for coordinating Police Appeals. Officers dismissed for gross misconduct may appeal to the PAT for procedural unfairness, new evidence, or a claim that the sanction was disproportionate.

3.10 PATs ensure that the process used is fair and transparent, providing officers an opportunity to challenge the decision. The Commissioners Office has co-ordinated five PATs since March 2023.

LEGALLY QUALIFIED PERSONS AND INDEPENDENT PANEL MEMBERS

3.11 The Commissioner’s Office is responsible for the recruitment, appointment and training of Legally Qualified Persons (LQPs) and Independent Panel Members (IPMs) who sit on police gross misconduct hearings.

3.12 LQPs provide impartial judgment and legal guidance during hearings whilst IPMs act as an independent voice assisting panels to reach fair and evidence-based decisions.

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3.13 The Police (Conduct) (Amendment) Regulations 2024 introduced last year have brought about new arrangements to the makeup of misconduct panels and strengthened the independent oversight and transparency of gross misconduct hearings.

3.14 The Commissioner’s Office maintains a local (Surrey) list of IPMs and has access to a list shared with the south-east region of OPCCs from Kent, Hampshire, Sussex and Thames Valley.

3.15 Appointments are made based on a cab-rank system to ensure fairness in the number of hearings allocated to each LQP/IPM.

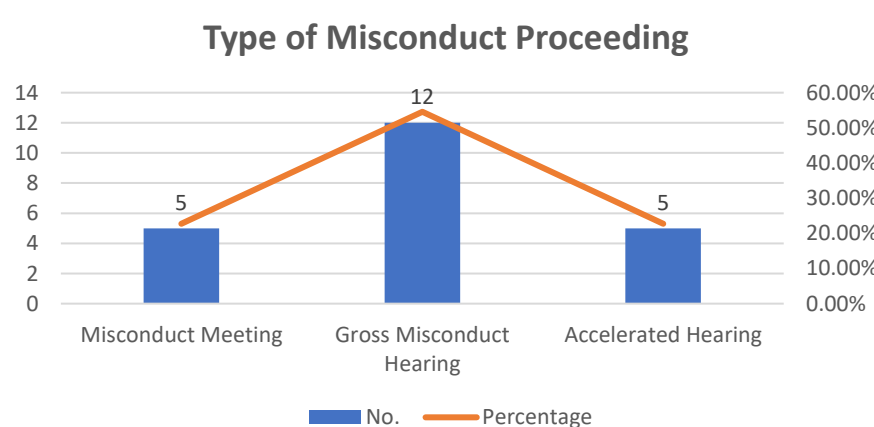
3.16 In May 2024, the Commissioner’s Office undertook recruitment activity to recruit a further twelve new IPMs. The campaign was focussed on recruiting a diverse pool of people from Surrey as possible, including people from under-represented groups.

3.17 Working as part of the south-east region, the Commissioner’s Office will also be launching a new round of LQP recruitment in May 2025 to increase our pool of LQPs.

SUMMARY OF SURREY POLICE MISCONDUCT PROCEEDINGS FOR FY 2024/24

3.18 Twenty-Two Misconduct proceedings were held by Surrey Police during FY 2024/25 relating to eighteen police officers and seven police staff. Outcomes included fourteen dismissals.

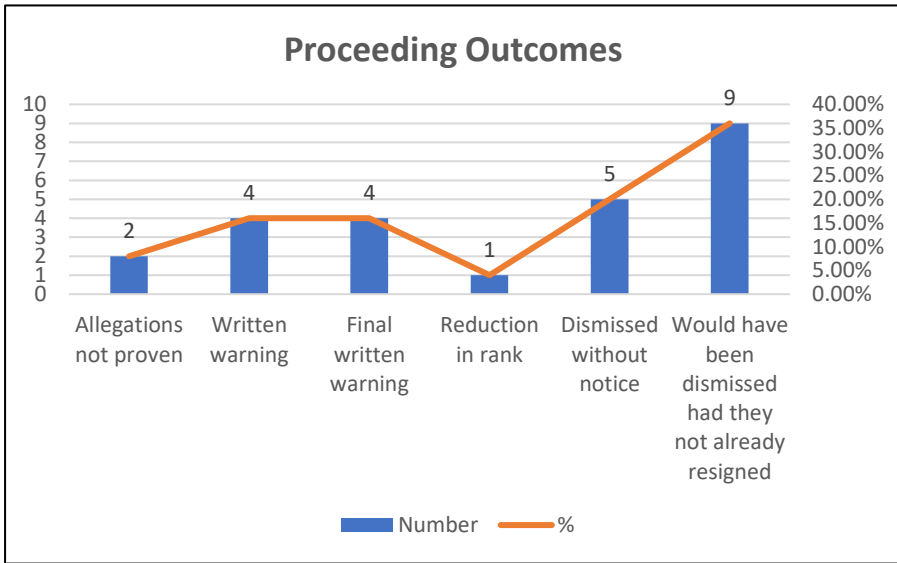
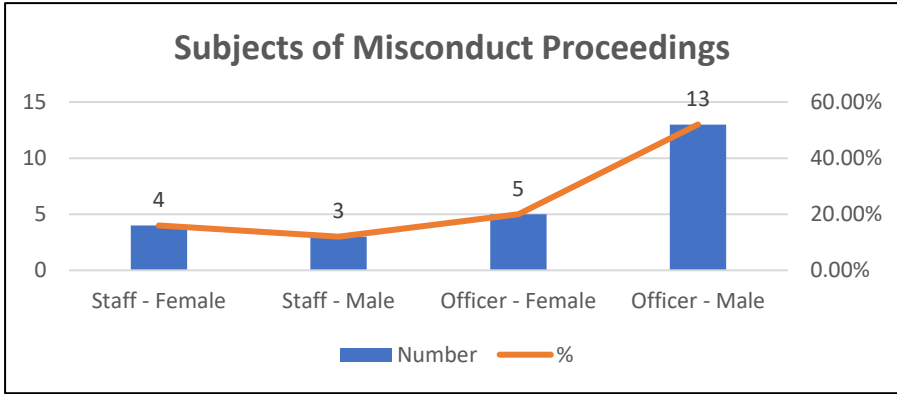
Type of Misconduct Proceeding



Type of Misconduct Proceeding	No.	Percentage
Misconduct Meeting	5	22.73%
Gross Misconduct Hearing	12	54.55%
Accelerated Hearing	5	22.73%

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4. LOCAL OVERSIGHT OF VETTING BY SURREY POLICE

- 4.1 Vetting is of course crucial in ensuring that those who work in policing are trustworthy, reliable and do not pose a risk to the public. The vetting process helps protect police information, operations, and national security by assessing an individual’s background, associations, financial situation, and potential vulnerabilities.
- 4.2 Vetting takes place at recruitment stage but also during a police officer or member of staff career in the service with a requirement that any change in circumstances is declared to the vetting unit straight away.
- 4.3 The Commissioner’s Complaints Lead makes quarterly visits to the Joint Surrey & Sussex Police Vetting Unit (JFVU) in Lewes to scrutinise the work of the unit and undertake random dip sampling to review the handling of recent vetting decisions that have been rejected.
- 4.4 A key area of focus during dip-check activity, in addition to other areas, is the identification of disproportionality in vetting decisions, if any. Any concerns are then

raised with the Commissioner and the Force Vetting Manager to ensure problems are dealt with in a timely manner.

5. CONCLUSION

5.1 In conclusion, we hope that this report and the mechanisms detailed within illustrate the amount of work undertaken by the Commissioner and her office to provide oversight of the handling of complaints, vetting and misconduct matters by Surrey Police.

6. RECOMMENDATIONS

6.1 The Panel is asked to note the report.

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