

MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 24 November 2021, at Council Chamber, Millmead House, Millmead, Guildford, Surrey, GU2 4BB.

The Chairman thanked Guildford Borough Council for hosting the meeting as a result of a water leak at Woodhatch Place - Surrey County Council headquarters.

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

Members:

(*Present)

- *Councillor David Reeve (Chairman)
- *Councillor Bruce McDonald (Vice-Chairman)
- *Councillor Paul Kennedy
- *Councillor Victor Lewanski
- *Councillor John Furey
- *Councillor Fiona White
- Councillor John Robini
- Councillor Valerie White
- *Councillor Will Forster
- *Councillor Bernie Spoor
- *Councillor Keith Witham
- *Councillor Mick Gillman
- Mr Philip Walker
- *Mr Martin Stilwell

80/21 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Mr Philip Walker, Councillor Valerie White and Councillor John Robini.

81/21 MINUTES OF THE PREVIOUS MEETING: 15 SEPTEMBER 2021 [Item 2]

The minutes of the meeting held on 15 September 2021 were agreed as a true record of that meeting.

82/21 DECLARATIONS OF INTEREST [Item 3]

There were none.

83/21 PUBLIC QUESTIONS [Item 4]

Witnesses:

Amelia Christopher - Committee Manager, Surrey County Council (SCC)
Lisa Townsend - Police and Crime Commissioner for Surrey

Lisa Herrington - Head of Policy and Commissioning, Office of the Police and Crime Commissioner for Surrey (OPCC)

Key points raised in the discussion:

One question was received from Zöe Franklin. The question and response can be found attached to these minutes as Annex A.

A supplementary question was asked by the Committee Manager (SCC) on behalf of Zöe Franklin who was unable to attend and the response can be found below.

- *Supplementary question asked on behalf of Zöe Franklin:*

While I thank the Police and Crime Commissioner for her response and the detail she has provided on local service uplifts in 2020/21 I am disappointed that she has not pressed the Government further on the delay to the information campaign. While I agree that it is important that any campaign gets the tone and content right, there are many excellent organisations that I'm sure would be willing to work with the Government to deliver the campaign given the clear urgency of it.

In terms of a supplementary question, I note that the PCC has not indicated whether the new trauma informed training will be inclusive of the trans community – despite my specific reference in the question. I would be grateful if she could outline how inclusivity of trans people, and other members of the LGBTQI+ community, is being ensured and who are the external experts providing the training?

Response:

The PCC noted that she had been liaising with the Home Secretary, the Minister for Crime and Policing and the Association of Police and Crime Commissioners' (APCC) National lead for Victims and Serious Organised Crime; there was an enormous amount of work going on to address Violence Against Women and Girls (VAWG).

The Head of Policy and Commissioning (OPCC) explained that:

- Surrey Police (the Force) had a rolling programme of Equality, Diversity and Inclusion (EDI) training to raise awareness and improve responses for all minority communities including the trans community. There was regular input from those communities in delivering the training, consisting of both formal and informal sessions and it was important to build a culture in an organisation fostering a greater understanding of the needs of all communities.
- The Force was innovative in terms of trauma-informed practice having invited Dr Kristine Hickie from the University of Sussex to help them be a trauma informed force; through working with staff and officers who have

experienced trauma in their role, then through delivering trauma-informed services.

The Chairman asked for a written response to be provided by the PCC.

Actions/further information to be provided:

1. **R36/21** - The PCC will provide a written response to the supplementary question.

The Chairman noted that the Panel meeting would not be going into Part 2 for item 17 as the PCC would be providing a public statement; the Panel agreed that approach.

**84/21 SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH SIX
FINANCIAL**

YEAR 2021/22 [Item 5]

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)
Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. The Chief Finance Officer (OPCC) introduced the report and noted:
 - revenue: that the predicted £300,000 underspend was primarily due to an underspend on payroll.
 - capital: that the £5.6 million underspend was due to the phasing of capital expenditure with investment pushed back to later in the year, for example around the Building the Future programme and ICT.
 - borrowing: that the Force had not entered into any additional borrowing other than that in relation to the borrowing for the purchase of the Leatherhead site several years ago.
2. The Chief Finance Officer (OPCC) explained that a number of questions from Councillor Kennedy and one question from Mr Stilwell had been sent to him in advance of the meeting along with the Panel's key lines of enquiry; the Chairman and Panel were in agreement that those be included in the minutes along with the written responses at Annex B - verbal responses to some are noted below.
3. The Chief Finance Officer (OPCC) responded to Mr Stilwell's question sent in advance around the expenditure on the Surrey Safety Camera Partnership (SSCP), noting that the budget will be increased to reflect the additional income raised from the SSCP so it would not be over budget going forward.
4. The Chief Finance Officer (OPCC) responded to the Panel's key lines of enquiry concerning: overtime, borrowing capital investment, delayed capital investments and efficiencies. Regarding efficiencies, he noted that the largest cost to the Force was people and hence wages. As police officer numbers were ringfenced, due to the Government uplift programme, any

reduction in costs would affect police staff in back office roles, the Contact Centre, forensics and custody. The Force was working on minimising the impact of those reductions and more would be known with the upcoming financial settlement from the Government. The Finance Sub-Group will be updated on the matter.

5. Councillor Kennedy thanked the Chief Finance Officer (OPCC) for providing written responses to his questions in due course; of the questions he submitted he asked:
 - why police officer pay for the first six months was more than 50% of the budget/forecast, yet for the full year there would be an underspend?
 - In response, the Chief Finance Officer (OPCC) explained that in the first half of the year a police pension top up payment was made distorting the figures. This was underwritten by the Government and matched by a grant hence should not have a bearing on the outturn at year end.
 - why transport costs for the first six months were less than 50% of the budget/forecast, yet for the full year there would be an overspend?
 - In response, the Chief Finance Officer (OPCC) explained that in the first six months the Force benefited from free fuel from BP and due to Covid-19 there was less travelling. That said, costs were forecasted to increase in the second half of the year.
 - why has agency/temporary spend on ICT been reduced? The SIAP internal audit reports that go to the Joint Audit Committee (JAC) had indicated limited assurance reports for ICT despite one expecting a greater need for ICT during lockdown.
 - In response, the Chief Finance Officer (OPCC) explained that the reduction in expenditure related to the staff working on the Force's Enterprise Resource Planning (ERP) system which had been put on hold.
 - The Chief Finance Officer (OPCC) recognised that a number of internal audit reports received by the JAC had shown weaknesses in some ICT areas and a new Chief Data and Information Officer had been appointed in order to address these issues.
6. Referring to the comment made by the Chief Finance Officer (OPCC) around the efficiencies that would need to be made through a reduction in police staff, a Panel member noted concern as police staff such as in forensics helped the Force carry out its duty and asked how the implications of that would be managed.
 - In response, the PCC noted that police staff were vital and 82% of the policing budget was spent on wages and that due to the Government uplift programme the number of police officers was ringfenced. The Force did not want to see any redundancies however she also noted the tight financial situation faced by the Force and many local authorities. Discussions were ongoing with the Chief Constable on resourcing going forward and the proposed precept 2022/23.

RESOLVED:

The Panel noted and commented on the report.

Actions/further information to be provided:

1. **R37/21** - The Chief Finance Officer (OPCC) will update the Finance SubGroup on the potential reductions around police staff, once the Government's financial settlement for the upcoming year is confirmed.

85/21 OFFICE OF THE POLICE AND CRIME COMMISSIONER FINANCIAL UPDATE FOR MONTH SIX FINANCIAL YEAR 2021/22 AND ESTIMATE FOR YEAR END OUTTURN [Item 6]

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)
Alison Bolton - Chief Executive (OPCC)

Key points raised in the discussion:

1. The Chief Finance Officer (OPCC) introduced the report, highlighting a slight underspend at the end of the year which reflected the £150,000 virement from reserves made earlier in the year.
2. The Chief Finance Officer (OPCC) explained that a number of questions from Councillor Kennedy along with the Panel's key lines of enquiry had been sent to him in advance of the meeting; the Chairman and Panel were in agreement that those be included in the minutes along with the written responses at Annex B - verbal responses to some are noted below.
3. Councillor Kennedy highlighted the £6,000 underspend in the budget which was as a result of the £150,000 virement reserves, seeking clarification that without that there would be a deficit of £143,817.
 - The Chief Finance Officer (OPCC) responded that there would have been a deficit had there not been that £150,000 virement, noting that the OPCC would not have made that expenditure had it not been able to fund it from reserves.
4. Councillor Kennedy noted that it was apparent from the figures that the Deputy PCC (DPCC) costs to date and forecast were much higher than one might expect on a pro rata basis, given a reported appointment in early July; he asked whether the pay had been backdated, and if so, from when and on what legal authority.
 - In response, the Chief Executive (OPCC) explained that the DPCC's pay was backdated on a part-time basis for the hours put in prior to the confirmation hearing.
 - The Chief Executive explained that the DPCC had a contract with the OPCC which was finalised following the confirmation hearing, the PCC was in agreement that because Ellie Vesey-Thompson undertook considerable work prior to the confirmation hearing, it was fair and reasonable to backdate her pay.
5. Mr Stilwell asked why there was a large difference between the budget and the forecast for the grants of commissioned Victim Services.

- In response, the Chief Finance Officer (OPCC) explained that when the budget was set the OPCC had to estimate what the Government grant amount would be, however it had come in higher than expected. In addition, during the year the OPCC was successful in applying and being awarded a number of grants hence increasing the level of spend significantly higher than originally budgeted.

RESOLVED:

The Panel noted and commented on the report.

Actions/further information to be provided:

None.

86/21 DRAFT POLICE AND CRIME PLAN 2021-2025 [Item 7]

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey
 Johanna Burne - Head of Performance and Governance (OPCC)
 Ellie Vesey-Thompson - Deputy Police and Crime Commissioner for Surrey
 Lisa Herrington - Head of Policy and Commissioning (OPCC)

Key points raised in the discussion:

1. The PCC noted that an enormous amount of work went into producing the detailed draft Police and Crime Plan 2021-2025 (the draft Plan), following a series of consultations by the OPCC with members of the public, and community groups - of which there had been over thirty meetings.
2. The PCC explained that the draft Plan was worked on in consultation with the Chief Constable of Surrey Police and his office, it is a draft Plan that the Force felt it could deliver and the PCC noted that she was aiming to publish the draft Plan in the coming weeks.
3. The Chairman was disappointed that the Chief Constable's foreword was not included in the draft Plan as that would have reassured the Panel that he supported the draft Plan.
 - In response, the PCC explained that the decision was taken not to include the Chief Constable's foreword within the draft Plan as it would be included in the final published Plan pending the Panel's comments, but that he has been engaged in the Plan's development throughout and was supportive of this draft.
4. A Panel member noted that the draft Plan and priorities chosen broadly seemed reasonable as it was difficult not to disagree with the content as the draft Plan omitted measurables in which to assess the draft Plan's successes or failures.
 - The Head of Performance and Governance (OPCC) responded to the comment on not including measurables in the draft Plan noting that a Force balanced scorecard would be developed which would include a joint set of measurables for the Force and PCC.

- The Head of Performance and Governance (OPCC) responded that there were no targets on crime recording set in the draft Plan as these could result in perverse incentives. For example, in some crimes there was historically underreporting, for example in areas such as domestic violence, rape and anti-social behaviour. The aim was to increase reporting in these areas which may in turn lead to increased numbers of crimes. The Force balanced scorecard would show the direction the Force was going in in terms of crime recording and would be provided at the next Panel meeting.
5. The Panel member commented that comparing the draft Plan with the previous Plan 2016-2021, Violence Against Women and Girls (VAWG) was a good addition, however noted absences of previous priorities concerning rural crime and value for money - he queried why those areas were no longer priorities.
- In response, the PCC noted that she had considered a sixth priority regarding value for money but it was not included as a separate priority as ensuring value for money was an important tenet that ran throughout the draft Plan and the five priorities.
 - The PCC explained that rural crime was covered in the draft Plan but it was not one of the five priorities as rural crime is not a separate crime category and she highlighted the work of the rural crime team.
 - The PCC explained that similarly, there was not a priority on young people as rather than singling out demographic groups or geographies, the draft Plan would tackle issues that affected all in Surrey.
 - The DPCC explained that the concerns raised by rural communities were similar to those raised by the wider community, speaking with the National Farmer's Union (NFU) yesterday she highlighted that rural crime was not a separate priority as it ran throughout the draft Plan, segregating it would be detrimental to rural communities.
 - The DPCC explained that the draft Plan was an evolving document and rural communities would provide feedback on any gaps. She highlighted that there was a rural Police Community Support Officer (PCSO) in place in every borough which would provide a single point of contact and facilitate greater communication between rural communities and the police. The OPCC was continuing to work with the rural crime team to understand where improvements can be made and to take on board national best practice.
6. The Panel member whilst not requesting for climate change be a specific priority within the draft Plan, commented that including no mention of climate change in the draft Plan was odd in light of the Force's notable carbon footprint.
- The PCC noted that whilst climate change was not a specific priority in the draft Plan it was a large priority within the Building the Future programme and there were exciting initiatives in relation to the redevelopment of Mount Browne which she would include in future updates on the Building the Future programme.
7. The Panel member highlighted that incursions by the travelling community was flagged as major issue in the draft Plan's consultation, he noted that the plan in Tandridge was to have a transit site and asked whether the PCC was doing enough to promote that site publicly.

- The PCC explained that lots of work was underway by the Force and Surrey County Council around traveller incursions, she was in discussions with several of Surrey's MPs regarding fostering better relations with travelling communities; she would take the point away.
8. The Panel member noted the reference in the draft Plan of working with the Criminal Justice System (CJS) to remove the case backlogs and wondered whether the draft Plan should more strongly reference the PCC's role and work in terms of lobbying the Government and CJS.
- The PCC explained that whilst she was chair of the Criminal Justice Board in Surrey, members of that Board had no direct accountability to the PCC. She had spoken with the Secretary of State for Justice, and noted frustration in relation to Insulate Britain where the police were criticised for not doing their job despite making arrests, when the issue was the Crown Prosecution Service (CPS) not charging - she had raised the issue with the head of the CPS for the region.
 - The PCC emphasised that addressing the court backlogs was a multiagency approach that the OPCC were working on to ensure the right outcomes were had for victims.
9. A Panel member referring to the fourth priority to 'strengthen relationships between Surrey Police and Surrey residents', noted that until three years ago there was a fairly regular attendance by a local police officer at parish council meetings and Residents' Association meetings, that had been beneficial and he had raised the matter with the previous PCC. He asked the PCC to look into the Force encouraging the return of local police officers speaking at parish council meetings, subject to operational requirements.
- The PCC recognised the need to balance local police officer attendance at parish council meetings with operational requirements, she had been to a number of meetings at parish councils alongside the DPCC and local police officers.
10. The Panel member highlighted that more should be done to publicise the benefits of Neighbourhood Watch schemes as active schemes worked well.
- The PCC noted that she was supporter of Neighbourhood Watch schemes and recognised that more needed to be done to promote them, noting an example of a local Neighbourhood Watch coordinator who could not find a replacement to her role and accepted a further year, making it her eighteenth year.
 - In a later comment, a Panel member noted that the Neighbourhood Watch schemes were a good tool and they should be encouraged and promoted.
11. The Panel member referring to the fifth priority 'Ensuring safer Surrey roads', highlighted the policy undertaken by Kent Police to deal with anti-social drivers through powers to confiscate their vehicles and asked why Surrey did not have such a policy.
- The PCC responded that anti-social driving was an operational issue. Highlighting the issue around E(electric)-scooters, there was some discretion for Force Borough Commanders to address this issue locally, for example Surrey Heath had a list where the approach was to educate those caught first time on e-scooters and afterwards to enforce as they were currently illegal. She needed to get a steer from

each Borough Commander on what was happening in each area to understand the overall force view.

12. The Panel member noted that tackling speeding was referred to as one of the ways to reduce serious road collisions, he highlighted that more effort was needed on speeding enforcement.
 - The PCC noted the importance of supporting the Safe Drive Stay Alive workshops run by the Surrey Fire and Rescue Service (SFRS) and Surrey County Council, alongside the DPCC she was excited to support those workshops more.
 - The PCC noted that she regularly speaks with Surrey County Council on speeding, noting that it required a multi-agency approach, speed cameras were not always the answer as in some cases road furniture was a solution.
13. The Panel member noted that at the last informal Panel meeting, the Chief Constable had promised more information on the Force's Roads Policing Unit (RPU) and was keen to get that response.
14. The Chairman noted with concern that in sharing the RPU with Sussex Police, Surrey Police would not be able to honour the objective to reduce deaths on roads and serious collisions contained in the fifth priority.
 - The PCC recognised the issues raised around roads policing and noted that the head of the RPU was keen to present to the Panel in the future.
 - A Panel member in a later comment noted that Brighton was a road incident hotspot in Sussex, he queried how much time Surrey's police officers spent in assisting road incidents in Sussex.
15. A Panel member recognised that preventing VAWG in Surrey was a priority and welcomed the PCC's offer to speak at the upcoming Zonta Guildford rally; however she noted a concern over the layout within the first priority 'Preventing violence against women and girls in Surrey' where 'To support men and boys' is a sub-section suggesting that violence against men and boys were not as important. The Panel member asked the PCC to explain how the priority as written, the Force supported non-binary individuals as the Force's attention should be spread equally across all parts of community.
 - The PCC stressed that sexual violence was a gendered crime, tackling VAWG would be possibly included in the upcoming Strategic Policing Review, it was a Government priority and had not been taken seriously for a long time. The first priority on preventing VAWG did not mean that the Force would not work hard to ensure that crime against any group was not taken seriously, the services commissioned by the OPCC were open to all.
 - The Head of Policy and Commissioning (OPCC) explained that all commissioned services were open, free and accessible to all victims of crime irrespective of gender. Staff delivering the commissioned services were trained in gendered and trauma informed practice. Identifying as non-binary was self-defined and as with all victims of crime, the approach of staff was to listen to victims and respond to their needs.
 - A Panel member in a later comment sought to understand the numbers involved concerning preventing VAWG, asking how many incidences

of violence are experienced by women and girls compared to men and boys, as it was vital to ensure that all feel safer.

16. A Panel member welcomed the inclusion of the first priority on 'Preventing violence against women and girls in Surrey', however noted overlaps between that priority and the second priority 'Protecting people from harm in Surrey' - where the second priority could include the first - equally the third priority 'Working with Surrey Communities so that they feel safe' and fourth priority 'Strengthen relationships between Surrey Police and Surrey residents' looked similar; although he recognised that it was more beneficial to have overlaps than gaps.
17. The Panel member referring to the first priority, queried why there was a particular reference to working with the CJS to tackle the backlog in court cases, expecting that objective should apply to all five priorities.
18. The Panel member noted that professionalism was mentioned in some areas, but it was not clear that it applied to all objectives in the draft Plan.
19. The Panel member noted that in representing a rural area he welcomed the inclusion of the objective within priority three, 'To tackle rural crime'.
20. The Panel member noticed that there was a difference in the language in the objectives within the five priorities: 'ensure', 'support', 'reduce' and 'tackle'; for example the wording was to 'reduce' acquisitive crime in comparison to 'tackle' rural crime.
 - The PCC noted the comment on the difference in wording used.
 - The Chairman highlighted that the draft Plan contained many verbs, omitting outcomes in relation to arresting or prosecuting, there is no mention of the Chief Constable's focus on improving positive outcomes; the PCC noted the comment.
21. The Panel member noted that whilst it was a four-year plan, within priority one the objective to 'review and understand the current provision of services to male victims' was only the first step in the four-year plan.
22. The Panel member noted the difficult work undertaken by the Probation Service, he assumed that the objective 'to reduce reoffending' in priority two does include support for the Probation Service as it played a key role.
23. The Panel member referring to priority four and the objective 'to give communities a visible police presence' through directing increased resources to areas of greatest need; sought assurance that Mole Valley would not miss out.
 - The PCC provided assurance that Mole Valley would not lose out.
 - The Chairman noted that a possible future question to be raised by the Panel would concern the resource allocation for each borough and district in Surrey.
24. The Panel member noted that within priority four the objective 'to ensure that all communities in Surrey feel safe' did not specifically reference the concerns of the BAME and LGBTQ+ communities in terms of the outcomes for them.
25. Under the 'Arrangements for holding the Chief Constable to account', the Panel member in noting the focus on 'Equality and Diversity', suggested a change to the PCC's statement from 'I am committed to seeing how workforce diversity in Surrey Police can be improved' to 'I am committed to improve workforce diversity in Surrey Police'.

26. A Panel member welcomed the overall draft Plan but noted the light approach taken with some areas requiring deeper thought. Referring to priority three and the objective 'To reduce anti-social behaviour', with the OPCC to 'Ensure victims and the community have easy access to the Community Trigger process', the Panel member highlighted that even within the Panel many Panel members did not know what the process was. Having been involved in five Community Trigger processes in the last few years he noted disappointment that the process was not open to the resident concerned nor their ward councillor. He questioned how the PCC would increase accessibility to the Community Trigger process if it was not well known. One should start with evaluating why it was not well known, how many Community Trigger processes had been undertaken and that resident and ward councillor representation should be allowed where necessary.
- The PCC recognised that the importance of the Community Trigger process, noting that she has signed the ASB (Anti-Social Behaviour) Pledge committing to putting victims first. It was noted however, that Community Triggers were the responsibility of the district and borough councils.
 - A Panel member in a later comment welcomed any simplification of the Community Trigger process; to which the PCC agreed.
27. The Panel member referring to priority four and the objective 'To ensure that all communities in Surrey feel safe' and concerning accessible communications to Surrey's residents, noted that holding meetings on Facebook was a powerful tool and if used by all boroughs and districts would boost engagement - noting a recent example of the Runnymede Joint Committee Q&A session which had over one thousand views, over one hundred watching the whole meeting and eight questions.
- The PCC recognised that Facebook was a powerful tool, the OPCC's communications team were in discussion with the Force about using Facebook for Performance Meetings between the PCC and the Chief Constable.
28. A Panel member referring to the third priority, noting that an extension to feeling safe was to improve wellbeing, the majority of improving wellbeing was not the police's responsibility but that of the local council.
- The PCC recognised that and noted the work of the Surrey-wide Health and Wellbeing Board, improving wellbeing was a joint responsibility between Surrey County Council, the eleven borough and district councils and the health services.
29. The Panel member highlighted that from page 47 onwards, the word partner only appeared three times. He noted that too much reliance was placed on the Joint Enforcement Teams (JETs) and pseudo-JETs. The draft Plan should emphasise working more with local authorities particularly on anti-social behaviour on areas outside of the police's remit.
30. A Panel member noted a concern around the upcoming Council Tax bill as councillors face critiques from residents, residents' views must be taken on board and noted that the priorities resulting from the PCC's surveys of interested partners and residents were anti-social behaviour and a greater visibility of the police which were not any of the five priorities.

- The PCC responded that police visibility worked throughout the draft Plan and it was important as was anti-social behaviour - however anti-social behaviour was not solely a matter for the police, tackling it required a multi-agency approach.
31. A Panel member referring to priority four, noted interest in the objective to engage with children and young people, having held school debates and youth councillor surgeries, he welcomed the youth engagement officers and asked to liaise with the OPCC on youth engagement and the work of those officers.
 - The DPCC explained that there had been a reassessment of how the Force engages with schools in relation to the Force's leads for school liaison. Once that reassessment process had concluded, the OPCC and force would have a greater understanding of how officers worked across the county, the intention was to move away from youth engagement officers delivering presentations during assemblies, to engaging with pupils informally during lunch time; she was happy to liaise with the Panel member outside of the meeting.
 32. Regarding priority four and the objective 'To give communities a visible police presence', A Panel member referred to previous Surrey police panel meetings which had stopped because of cuts despite being well attended. He asked whether the PCC in discussion with the Chief Constable had sought to reintroduce such meetings in order to gather greater resident feedback.
 - The PCC explained that force had been using Facebook Live more with meetings well attended, she was not sure on those previous Surrey police panel meetings and would look into the matter, noting that resourcing was an important consideration.
 33. The Chairman highlighted the key areas raised by Panel members and noted that a letter summarising the Panel's comments on the draft Plan would be sent to the PCC; he thanked the PCC for producing the draft Plan noting its different style to the previous Plan.
 34. The PCC thanked the Head of Performance and Governance (OPCC) and the OPCC for working on the draft Plan; she thanked the DPCC for her work on leading the large amount of focus groups gathering views on the priorities to be included in the draft Plan.

RESOLVED:

1. The Police and Crime Panel reviewed and commented on the Draft Plan.
2. Panel members' comments on the draft Police and Crime Plan 2021-2025 would be captured in a letter of response to the Police and Crime Commissioner for Surrey for her to have regard to in preparing the Police and Crime Plan 2021-2025 (see Annexes C and D).

Actions/further information to be provided:

1. **R38/21** - Following its development, the new Force balanced scorecard will be provided at the next Panel meeting.
2. **R39/21** - The Panel to consider the PCC's offer for the head of the Roads Policing Unit (RPU) to present to the Panel.

3. **R40/21** - The PCC to look into the previous Surrey police panel meetings.
4. **R41/21** - The letter of response collating Panel members' comments will be drafted and sent to the Police and Crime Commissioner for Surrey to have regard to.

87/21 ANTI-SOCIAL BEHAVIOUR [Item 8]

Witnesses:

Alison Bolton - Chief Executive (OPCC)

Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. A Panel member referred to page 66 noting the report: Anti-Social Behaviour – Living a Nightmare, published in 2019 by the then Victim Commissioner, asking whether the twelve recommendations in that report were being followed up nationally and whether the PCC supported those.
 - In response, the Chief Executive (OPCC) noted that the OPCC was aware of that report and those twelve recommendations were for a multitude of different agencies to pursue.
 - The Chief Executive (OPCC) added that the OPCC had actively promoted the Community Trigger and reviewed its role in the process, a colleague sat on the Home Office Working Group where the Community Trigger and best practice was reviewed; the OPCC would provide a future update on the support of those recommendations and whether they were being taken forward nationally.
2. Having raised the comment under the item on the draft Plan, the Panel member re-emphasised the importance of having an independent person at the Community Trigger meetings, many ASB and residential inquiries do involve police presence and the repetition of calls to 101 or 999 does not help the victim who must be given a fair chance to represent their concerns through the Community Trigger process; he highlighted an example of a family affected by ASB incidents. He asked how many Community Trigger meetings had taken place in Surrey, how many of those had the PCC attended and what were the outcomes.
 - In response the PCC noted the example provided by the Panel member, recognising the importance of a multi-agency approach including the involvement from borough and district councils around housing. She explained that the Community Trigger process was also the responsibility of the Community Safety Partnerships; Surrey did more on addressing ASB than other areas which would be highlighted in a national directive next year from the Home Office.
 - The PCC further noted that victims involved in the Community Trigger process were allowed a victim's advocate and should complete an impact statement, the details of cases remained private and the process was victim focused; the statistics requested would be followed up.
3. The Panel member referred to the eighth recommendation from the report on Anti-Social Behaviour – Living a Nightmare, whereby if the victim does

not agree with the Community Trigger outcome the PCC can act as an arbitrator and the sentence on page 71 which states that nationally few OPCC's carry out the role in the review process around victim dissatisfaction on when the threshold was met or the way the Community Trigger process was carried out. He highlighted the sentence on the OPCC's monitoring of reviews across the county and was sceptical that the OPCC only received two escalation requests since 2014.

- In response, the Chief Executive (OPCC) noted that she had no reason to dispute that number, noting that the Community Trigger process was not well known and many parts of Surrey handled the review process well so as a result the OPCC's role as arbitrator had not been called upon more than twice.
- 4. A Panel member welcomed the report as ASB was a concern to residents having been raised at a local Residents' Association meeting and he highlighted a concern around overloading the work of a local Joint Enforcement Team (JET).
- 5. The Panel member had raised the Community Trigger process to reach a resolution on a number of occasions to residents, many of whom were sceptical that it would work; he queried whether there were national statistics on whether the Community Trigger process was effective.
 - The PCC would look into the national statistics around the effectiveness of the Community Trigger process.
- 6. The Chairman highlighted the chart on page 66 which showed the overall satisfaction of the Force and across the District and Boroughs over the past year, noting that Epsom and Ewell, Spelthorne, and Woking featured poorly, and he requested background information on the statistics.
- 7. A Panel member asked which borough and district councils in Surrey had not signed up to the ASB Pledge as it would signal those local authorities actively involved and the Panel could contact those not signed up.
 - The PCC responded that she would look into which borough and district councils in Surrey had signed up to the ASB Pledge and would email the Panel.
- 8. A Panel member referred back to the draft Plan around strengthening the relationships with communities, emphasising that the PCC should not feel as though she must pass judgement over local authorities nor for the OPCC to take sole responsibility; councillors should enable local accountability to be strengthened, noting that it was important for local councillors to have oversight of the Community Trigger process.

RESOLVED:

That the Panel noted the report.

Actions/further information to be provided:

1. **R42/21** - The OPCC will look to provide updates concerning queries raised around the Community Trigger process:
 - Whether the PCC supports the twelve recommendations within the report on Anti-Social Behaviour – Living a Nightmare and whether those recommendations are being followed up nationally.

- How many Community Trigger meetings have taken place in Surrey, how many of those has the PCC attended and what were the outcomes.
 - Whether there are national statistics on whether the Community Trigger process is effective.
2. **R43/21** - The OPCC will look to provide background information on the statistics presented in the chart which showed the overall satisfaction of the Force and across the District and Boroughs over the past year.
 3. **R44/21** - The PCC will look into which borough and district councils in Surrey had signed up to the ASB Pledge and will email the Panel accordingly.

88/21 PERFORMANCE MEETINGS [Item 9]

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey

Alison Bolton - Chief Executive (OPCC)

Johanna Burne - Head of Performance and Governance (OPCC)

Key points raised in the discussion:

1. The PCC noted that for the six months that she had been in the role, she continued the format of the meetings set out by her predecessor and the OPCC was reviewing the process; she noted the importance of communicating with the public.
2. A Panel member noted that since asking a public question to the Panel a year ago about the unacceptable delays in answering 101 calls, he noted disappointment that the delays had worsened and recognised that the PCC was looking to address that.
3. The Chairman noted that improving the current waiting times for answering 101 calls was included in the draft Plan, he noted that during Covid-19 the Contact Centre had been split into six centres and reduced to two, an increase in 999 calls would affect the 101 waiting times. He noted that it would be useful in the future for the Panel to review the Force balanced scorecard which would include the average waiting times.
 - In response, the PCC explained that she was addressing the matter, she had a recent meeting with the Head of Contact, Surrey Police, and noted that the DPCC spoke regularly with the Deputy Chief Constable on the matter.
 - The PCC noted the frustrations that the 101 service was never intended to be solely a policing line, the Force sought to get users to use different modes of communication, noting the difficulty in the 101 service of not being able to triage.
4. The Chairman asked whether the Panel would benefit from a presentation on the 101 service - including the digital 101 service - or a visit to the Contact Centre, having had previous visits.
 - The Chief Executive (OPCC) noted the previous visits to the Contact Centre, she would look into possible future visits - taking into account the Covid-19 situation.
5. A Panel member referred to the impressive digital 101 service, however noted that the figures provided by the Chief Constable did not include every

route of communication as Facebook Messenger was omitted, he asked for all the routes to be included in the statistics for the 101 service.

- The Head of Performance and Governance (OPCC) responded that the Force and the Deputy Chief Constable were keen to get those figures, work on collating the statistics on the routes of communications for the 101 service was underway.

RESOLVED:

That the Panel noted the update on the Performance Meetings.

Actions/further information to be provided:

1. **R45/21** - The Chief Executive (OPCC) will look into possible future visits for the Panel to the Contact Centre - taking into account the Covid-19 situation.
2. **R46/21** - All the routes of communication will be collated and included in the statistics for the 101 service, particularly the statistics around Facebook Messenger within the digital 101 service.

89/21 PCC FORWARD PLAN AND KEY DECISIONS [Item 10]

See Annex B for two Panel member questions sent in advance of the meeting

Witnesses:

Kelvin Menon - Chief Finance Officer (OPCC)

Key points raised in the discussion:

1. A Panel member thanked the OPCC for including the extra column clarifying what would require a decision notice.
2. Referring to reports received by the JAC in the last few months, the Panel member highlighted the limited assurance reports on ICT and risk management which related to a previous report by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) whereby limited assurance was given to efficiency concerning the extent to which the Force understood the demand for its services. He asked whether the PCC was satisfied with the Force's responses to the limited assurance report on risk management.
 - In response, the Chief Finance Officer (OPCC) noted that there were several ICT reports which had received limited assurance, the Force had invested in a new Chief Data and Information Officer to address the SIAP audit recommendations which were being monitored at the JAC meetings, there was still work to be done.
 - Regarding the report on risk management which had received limited assurance, the Chief Finance Officer (OPCC) noted that the risk management system was old and cumbersome involving individual data entry, the Force was investing in a new system - which was used by Sussex Police - and had employed a new manager to look

into risk management; the JAC was keen for the Force to understand its risks.

RESOLVED:

That the Panel noted the report.

Actions/further information to be provided:

None.

90/21 OPCC COMMISSIONING UPDATE [Item 11]

Witnesses:

Lisa Herrington - Head of Policy and Commissioning (OPCC)

Johanna Burne - Head of Performance and Governance (OPCC)

Key points raised in the discussion:

1. The Head of Policy and Commissioning (OPCC) provided an overview of the OPCC's approach to commissioning through a presentation at Annex E, key areas covered were:
 - Commissioning Strategy;
 - Technology;
 - OPCC Commissioning Budgets 2021/22;
 - Responding to a crisis;
 - From December 2020, new money and new PCC;
 - A summer of bids;
 - Perpetrator Programmes;
 - Victim & Witness Care Unit (WWCU) including testimonies from: victims of crime, outreach clients, mediation clients and a support coaching client, and Amber users (which provided support to young users away from risky behaviours);
 - The WWCU's Mission to change futures.
2. The Chairman thanked the Head of Policy and Commissioning (OPCC) for the informative presentation.
3. A Panel member highlighted the support given to the East Surrey Domestic Abuse Services (ESDAS) by borough and district councils in the east of the county and it was good to see that ESDAS was receiving funding through other means.
4. The Panel member noted the difficulty for borough and district councils in Surrey in bidding for funding due to the effort involved in bidding without a guarantee of funding, he noted that the borough and district councils were looking at joint bids between them and with Surrey County Council. He asked to what extent the OPCC sought to bid jointly and whether there was a separate bidding process from the Force.
 - The Head of Policy and Commissioning (OPCC) responded in relation to Victim Services and bidding, she recognised the effort involved in

bidding without a guarantee of success. The OPCC bids for grants when those meet its objectives and would always seek to work with partners including the borough and district councils in Surrey, noting the successful bid for the Safer Streets Fund.

5. The Panel member noted that Mole Valley District Council received local funding to meet its climate change strategy, given that the Force was aiming to be carbon neutral by 2030 he asked whether the OPCC would look to bid for funding in support of that.
 - The Head of Performance and Governance (OPCC) explained that the Force has bid for climate change funding and had been successful, with funding for operational needs around fleets and estates and had bid for funding to develop strategies to address climate change and the Force worked with national climate change leads.

RESOLVED:

That the Panel noted the presentation.

Actions/further information to be provided:

1. **R47/21** - The Panel will receive the OPCC's new commissioning strategy in due course.

91/21 COMMISSIONER'S QUESTION TIME [Item 12]

Witnesses:

Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

One question was received from Councillor Paul Kennedy. The question and response can be found attached to these minutes as Annex F.

A supplementary question was asked by Councillor Kennedy and the response can be found below.

1. Councillor Paul Kennedy (Mole Valley District Council):

Highlighted that it was the same question which he asked the previous PCC in March 2021 under the item on Public Questions.

He thanked the PCC for the answer provided and noted that she was not as expansive in terms of her response compare to that provided by the previous PCC, asking whether that was because the PCC took a narrower view of her remit in the area or whether she was sceptical of 20 mph speed limit areas.

In response, the PCC noted that:

- She was sceptical of speed limits that could not be policed and believed that it was for residents and Surrey County Council to review the current policy on Setting Local Speed Limits and would take their lead first before coming to any conclusion.

RESOLVED:

That the Panel raised issues and queries concerning Crime and Policing in Surrey with the Commissioner.

Actions/further information to be provided:

None.

92/21 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 13]

Witnesses:

Amelia Christopher - Committee Manager (SCC)

Key points raised in the discussion:

1. The Committee Manager (SCC) noted that Appendix A detailed the outcome of the Complaints Sub-Committee which met on 5 November 2021; whilst not the usual practice to publish the outcome letter, having invited representations from the complainants and the person complained against (PCC), the Complaints Sub-Committee had considered such representations and was of the opinion that it was in the public interest to append a redacted version of the outcome letter to complainants as at Appendix 1.
2. The Chairman highlighted that one new complaint had been received and noted that legal advice had been sought. He thanked the Committee Manager (SCC) for her work in preparing the agenda for the Complaints Sub-Committee and the Director of Law and Governance (SCC) for providing legal support.

RESOLVED:

That the Panel noted the report and Appendix A (including Appendix 1).

Actions/further information to be provided:

None.

93/21 SURREY PCP BUDGET MID-YEAR CLAIM 2021 [Item 14]

Witnesses:

Amelia Christopher - Committee Manager (SCC)

Key points raised in the discussion:

1. The Committee Manager (SCC) highlighted that the report detailed the Panel's mid-year claim for April 2021 - September 2021 which was £19,506, compared to £18,243 for the previous year.
2. The Committee Manager (SCC) explained that every year the Panel receives a grant from the Home Office of £66,180 and half that amount was for the mid-year claim to cover travel expenses, staff overheads, administration and webcasting. The Panel's end of year claim would be provided to the Panel in either June or September 2022 for noting.

RESOLVED:

That the Panel noted the report.

Actions/further information to be provided:

None.

**94/21 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME
[Item 15]**

Witnesses:

Amelia Christopher - Committee Manager (SCC)
Johanna Burne - Head of Performance and Governance (OPCC)

Key points raised in the discussion:

1. The Committee Manager (SCC) noted that in addition to the Recommendations Tracker - Appendix 1 - three annexes provided detailed updates completing actions R27/21, R29/21 and R31/21.
2. The Committee Manager (SCC) asked for an update on action R8/21 as the initiative around reporting hate crimes at designated fire stations and extending that initiative to borough and district councils had been put on hold.
 - In response, the Head of Performance and Governance (OPCC) noted that due to the Covid-19 pandemic the initiative was on hold so suggested that the item be closed until a future update could be provided.
 - The Chairman requested that the item remain ongoing so it could be followed up.
3. The Chairman reminded Panel members to contact the Committee Manager (SCC) on adding potential items to the Forward Work Programme.

RESOLVED:

That the Panel noted the Recommendations Tracker and the Forward Work Programme.

Actions/further information to be provided:

None.

95/21 EXCLUSION OF THE PUBLIC [Item 16]**RESOLVED:**

That the Panel agreed to remain in Part 1 - in public - to consider item 17, therefore the Panel did not move into Part 2 - in private - the public were not excluded.

96/21 BUILDING THE FUTURE UPDATE [Item 17]**Witnesses:**

Lisa Townsend - Police and Crime Commissioner for Surrey

Key points raised in the discussion:

1. The PCC read out a statement as at Annex G.
2. The Chairman reminded the OPCC of action R23/21 concerning the detailed report on the Building the Future Programme to be provided to the Panel in due course, which should now reflect the decision for the Surrey Police headquarters to remain at Mount Browne, Guildford. He asked that an update on the Programme be provided at the February Panel meeting as per the Panel's standing item: Building the Future Update and noted that Panel members could follow up with any questions to the Committee Manager (SCC).
 - The PCC noted that a more detailed update would be provided to the Panel at its next meeting in February, as per the Panel's standing item: Building the Future Update.
3. Noting that his ward was next to Leatherhead, a Panel member expressed disappointment in the outcome as local residents expected to see more visible policing. As part of the intended move to Leatherhead, he hoped that the planned change of culture and transformation of the Force in relation to its climate change commitments for example, would continue with the redevelopment of Mount Browne.
4. A Panel member noted thanks to the PCC for getting things done and providing clarity on the Programme in a short time period as little had been achieved since 2014.

- The Chairman did not share the Panel member's optimism and awaited the next stages of the Programme.
- 5. A Panel member asked for a reminder on how much was spent on purchasing the Leatherhead site; the Chairman noted that question should be asked in due course.
- 6. The Panel member noted that the residents of Woking and Reigate were assured that the Woking Police Station and the Eastern Operating Base in Reigate would remain operational until the opening of the Leatherhead site; he sought reassurance that the sites would remain operational until full completion of the Programme in 2029.
 - The PCC responded that the Eastern Operating Base in Reigate and other police stations such as that in Woking would remain open - affecting the current disposal strategy - she reassured Panel members and residents that there would not be a loss to those sites in operation.

RESOLVED:

That the Panel noted the verbal update.

Actions/further information to be provided:

None.

97/21 PUBLICITY OF PART 2 ITEMS [Item 18]

RESOLVED:

As agreed under item 16, the Panel did not move into Part 2 and therefore the consideration of item 17 should be made available to the Press and public.

98/21 DATE OF NEXT MEETING [Item 19]

The Panel noted that its next public meeting would be held on 4 February 2022 at Woodhatch Place, Reigate - the Chairman highlighted the importance of Panel members' attendance in order to exercise its power of veto if chosen.

Vote of thanks:

- On behalf of the Panel the Chairman thanked the Panel's Committee Manager (SCC) for her support provided over the past two years or so, noting that the Panel would be served by the Scrutiny Officer (SCC) going forward.
- The PCC thanked the Committee Manager (SCC) for her assistance to the OPCC and welcomed the Scrutiny Officer (SCC).
 - In response, the Committee Manager (SCC) thanked the Panel and the OPCC.

Meeting ended at: 13.16 pm

Chairman

SURREY POLICE AND CRIME PANEL – 24 NOVEMBER 2021

PROCEDURAL MATTERS – PUBLIC QUESTIONS AND RESPONSES

1. Question submitted by Zöe Franklin

Violence against women and girls is a deeply serious and pressing issue that has no place in our society. Sadly we have seen a significant increase in incidents of domestic violence during the Covid lockdowns and it is also a reality that violence against women in general increases during the Christmas period.

Can the Police and Crime Commissioner advise whether she has contacted the Government, and in particular the Home Secretary, in relation to their proposed information campaign targeting the perpetrators of violence against women which has now been delayed to press them to act more swiftly as per my letter of 9th November? Furthermore, can she also advise what plans she has alongside Surrey Police to ensure that police staff receive training in understanding the impact of trauma on victims, including members of the trans community so that outcomes for victims of sexual violence and domestic abuse across Surrey are improved?

Response:

With regards to the delay in the Government's proposed information campaign, I recognise the concern but would highlight that there has been significant investment in domestic abuse and sexual assault related services in recent years, both nationally and locally.

The Ministry of Justice has provided Police and Crime Commissioners with significant uplifts in funding to support delivery of such services during 2021/22, and were proactive in making money available during 2020/21 to support COVID-19 mitigation.

In Surrey this additional funding has allowed us to significantly increase our IDVA and ISVA capacity, counselling provision and general support to victims of domestic abuse, rape and sexual assault.

A summary of local services funded with the Ministry of QR Link: Justice Domestic Abuse and Sexual Violence Uplift during 2021/22:

<https://sums.org/app/shared.php?function=contracts&expset=365&budget=99&approved=yes&account=1&key=2453a247b8970b32d16005cc08662f922356ef72&expire=1668772407>



A summary of additional IDVA and ISVA posts funded with the Ministry of Justice dedicated IDVA/ISVA Fund during 2021/22:



<https://sums.org/app/shared.php?function=contracts&expset=365&budget=103&approved=yes&account=1&key=56f1231d1fe5e060dff8bbb2da2c5a7a9d53fd4d&expire=1668775643>

My office has also successfully bid for Home Office funding to support the rollout of a new Domestic Abuse and Stalking Perpetrator programme – directly targeting perpetrators and placing responsibility firmly at their feet. We have also been proactive in using locally derived funding to increase our support for Violence Against Women and Girls (VAWG) related services, including the rollout of embedded stalking and domestic abuse advocates within police teams, helping to better meet the needs of victims whilst also supporting the development of understanding amongst officers and staff.

Importantly, our key services (whilst cognisant of the gendered nature of rape and sexual assault) are open to all individuals, regardless of sex or whether the crime has been reported to the police.

As Surrey's Police and Crime Commissioner, I am in regular contact with the Home Secretary and she is aware of my firm commitment to urgently tackle violence against women and improve protection for children. However, I also believe that any government information campaign requires careful planning to ensure it has a meaningful and long-lasting impact, and I wouldn't want to see a rushed product that might ultimately hit a deadline but miss the point.

In relation to training, Surrey Police has already commenced the rollout of trauma informed training, using external experts. Furthermore, in April 2021 Surrey Police launched their VAWG strategy, which places prevention and support at the centre of policing in Surrey. In line with the strategy, Surrey Police are engaging directly with survivors and women with lived experience of VAWG, to deliver a modern, traumainformed service in line with the National Vulnerability Action Plan. This includes a significant focus on redesigning training and improving the understanding of officers and staff.

As Police and Crime Commissioner I will continue to oversee progress against the plan through my annual scrutiny programme.

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

Panel member questions/key lines of enquiry submitted in advance of the Panel meeting on 24 November 2021 and responses provided by the OPCC

Item 5 - SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH SIX FINANCIAL YEAR 2021/22

Councillor Paul Kennedy

1. Why is police officer pay for the first 6 months more than 50% of the budget/forecast, but police staff pay is less? How much of this is bonuses?

Response

The actuals for this year include a payment to balance the pension fund account – this is balanced by a grant received which is in income. As this is a one off payment causes the distortion. The Force has also confirmed that no bonuses have been paid to staff or officers.

Councillor Paul Kennedy

2. Why has agency/temporary spend on ICT been reduced? The SIAP internal audit reports have consistently given limited assurance reports for ICT, and one might have expected a greater need for ICT during lockdown with more remote working.

Response Biggest reduction is agency staff for ERP project as that is on hold. ICT agency forecast to be £133k over budget due to a number of projects being worked on. New CDIO Antony Croxford appointed this year and he is working through SIAP audit recommendations

Councillor Paul Kennedy

3. Why is there a reduced need for investigative staff, especially with current low solved rates? Is it simply the reduced level of crimes such as burglaries?

Response

This says that “the largest element (of agency costs) of goes on employing investigative staff in Operations”. This is forecast to be £398k.

Councillor Paul Kennedy

4. How is cross-border staff support e.g. Sussex/Met treated in the accounts?

Response

Surrey/Sussex collaborated services are charged based on 45/55. Surrey staff are recharged both to Sussex and the Met for mutual aid operations at standard rates

2

Councillor Paul Kennedy

5. Premises costs for the first 6 months are almost exactly 50% of the budget. Why do you say these are underspent, especially with higher expected heating costs?

Response

Premises was running an underspend of £0.5m earlier in the year due to reduced utility costs because of lower consumption and deferred maintenance. However, it is predicted that this will be eaten up by increased charges as for the rest of the year.

Councillor Paul Kennedy

6. Transport costs for the first 6 months are significantly less than 50% of budget. Why is this? If there is less usage, and the size of the fleet has been reduced (see Savings), why is a substantial increase still forecast for the full year? Has consideration been given to reducing the forecast for the full year, notwithstanding the higher fuel costs?

Response

Transport costs were below budget due to free fuel for some of the year. However, the increase in fuel costs in the second half of the year is predicted to result in an overspend

Councillor Paul Kennedy

7. Savings: does the £2.6m reduction in funding capital expenditure reflect a reduced transfer to reserves? What does “managing vacancies and pay growth” mean in practice?

Response

Rather than funding £2.6m of the capital program from revenue it will now be funded from Capital receipts and borrowing. “managing vacancies” means delaying recruitment to deliver a saving.

Councillor Paul Kennedy

8. Has not a significant part of the spending review been announced e.g. maximum £10 Band D precept increase?

Response

The Government has announced a lot of big numbers and the £10 but what this means for individual forces has not been released yet. This is expected in the run up to Christmas

Mr Martin Stilwell

9. Section 8 “Capital expenditure....” there is an “Operations” budget of £0.892m but a forecast of £1.378m. A bullet point below the table states that “this overspend is due to additional investment in the Surrey Camera Partnership equipment funded by contributions”. A reply to Action R6/20 on 27th May 2020 (re: 30 June 2020 Panel meeting) explained the funding of the camera partnership and a resulting budget of £0.895m. Why is there now a forecast of a shortfall of £0.486m?

Response

There is no shortfall. The budget needs to be adjusted to reflect the increased income from the SCP.

Panel key lines of enquiry

10. Addressing budget pressures arising from overtime

Response

Overtime costs have been offset against projected underspend in Police Pay. There is an overtime working group that is looking to reduce overtime costs

11. Revenue impact of borrowing for capital investment

Response

No borrowing has been undertaken to date except for the purchase of the Leatherhead site. Any future borrowing will where possible be restricted to longer life estates projects. The cost of borrowing as required will be reflected in the budget and medium term financial forecast.

12. Potential impact on Force effectiveness and efficiency of delayed capital investments

Response

There is a balance to be struck between investment and available resources. Projects are prioritised to ensure that firstly operations are maintained and secondly to improve efficiency.

13. Where efficiencies might fall and their likely impact on Force and its capabilities

Response

Given that the largest cost for the Force is for people any efficiencies required will mean a reduction in Police Staff. This could impact many areas of the Force as staff fulfil many diverse functions such as contact, forensics, custody etc as well as more back office type rolls thereby freeing up officer to do more front-line work. Given officer numbers are ringfenced it is likely that some roles currently undertaken by staff may

have to be done by officers. The force is in the process of looking to see what impact the projected savings could have on staff posts. The precept, if increased to £10, will go some way to addressing the estimated £6m gap. However 1% on wages is equivalent to £2.50 on the precept so whatever the final settlement is for pay will have a big bearing on the level of savings required.

Item 6 - OFFICE OF THE POLICE AND CRIME COMMISSIONER FINANCIAL UPDATE FOR MONTH SIX FINANCIAL YEAR 2021/22 AND ESTIMATE FOR YEAR END OUTTURN

Councillor Paul Kennedy

1. I see the £150k transfer from reserves (which I assume is described in decision log 31) seems to be included in the full year budget but was not budgeted for the first six months of the year. Was it included in the original full year budget (and if so for what?), or has the budget simply been altered? Without the transfer from reserves, would it be right to say there would be a deficit of £143,817?

Response

No, it was not included in the original full year budget as the decision to incur these costs was taken after the budget was set. The transfer from reserves is there to fund these costs and so I have built it in to the full year budget now. If the OPCC incurred these costs without transferring the funding, then there would be an overspend as you describe – hence the transfer.

Councillor Paul Kennedy

2. The Deputy PCC costs to date and forecast are much higher than one might expect on a pro rata basis, given a reported appointment date on 8 July. Has the pay been backdated, and if so, from when and on what legal authority?

Response

The Deputy PCC pay was backdated, to cover hours worked, after the PCC decision to overrule the panel, to cover hours worked on a part time basis from May onwards.

Councillor Paul Kennedy

3. The Victim Services forecast is the precisely the same as forecast. I imagine a lot of this is funds coming and going out. How much uncertainty is there about these figures, particularly the net impact? Do we receive an annual report on how this has been spent?

Response

The OPCC team budget to spend all the resources available by the end of the year. Most of the net position is funded from historic precept and therefore should be ongoing. The reason for the big difference between the budget and the actual is firstly we do not know what actual grant funding will be until after the budget is set and secondly the OPCC was successful, in applying for and being awarded additional grants during the year. In addition to the original £1.390m in the budget the OPCC

has had £605k IDVA/ISVA funding, £225k uplift in DA and SV funding, £17k Critical Support fund and £503k for Domestic Abuse Perpetrator program. An update is being provided at the November meeting on some of the services the OPCC commissions

Panel key lines of enquiry

4. Additional £1.3m spend on Victims Services

Response

Mainly through increased grants awarded during the year.

Item 10 - PCC FORWARD PLAN AND KEY DECISIONS

Councillor Paul Kennedy

1. Thank you for including the extra column. Are JAC meetings open to the public? Is there an annual report to the Panel on its work? Over the last few months there have been limited assurance reports on ICT and risk management. What action is being taken in response?

Response

JAC meetings are open to the public. There is no annual report at the moment although the "new" Chairman intends to do one once he has been in office for a year. The force has been tasked with addressing the recommendations made by Internal Audit and progress on these are reported to Jac at their meetings.

Councillor Paul Kennedy

2. I cannot find the reported decision numbers 39 (Transit Site) and 40 (Western Hub) on the OPCC website. 41 is actually 39 and 42 is actually 40. I assume the transit site and Western hub come out of the Surrey Police budget rather than the OPCC budget?

Response

The website has now been updated. The transit site funding is coming out of the OPCC Operational reserves and the Serocu western hub is from a SEROCU reserve.

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E-mail: benjamin.awkal@surreycc.gov.uk



Surrey County Council
Woodhatch Place
11 Cockshot Hill
Reigate
Surrey
RH2 8EF

3 December 2021

Lisa Townsend
Surrey Police and Crime Commissioner
Office of the Police and Crime Commissioner for Surrey
PO Box 412
Guildford
Surrey
GU3 1YJ

Sent via Email

Dear Commissioner,

Draft Police and Crime Plan 2021-25

Thank you for attending the meeting of the Surrey Police and Crime Panel on Wednesday, 24 November, at which we discussed the content of your draft Police and Crime Plan 2021-2025 and the Panel agreed to write to you with our feedback, set out below, for you to have regard to in preparing the Police and Crime Plan 2021-2025, pursuant to section 28(3) of the Police Reform and Social Responsibility Act 2011.

Although they are not summarised in this letter, I would like to thank you for the considered responses you, your deputy and staff provided to the Panel's questions and comments at the meeting.

Feedback in respect of the content of the draft Police and Crime Plan 2021-2025

The draft Plan and its priorities are reasonable and generally supported by the Panel. However, the language used is of concern, as the content of the draft is presented primarily in terms of providing assurance and support to residents and victims of crime, rather than reducing and responding more effectively to crime and disorder.

The use of varying terms, including 'ensure, support, reduce and tackle', in priorities and actions could lead to confusion; and whether there is a practical distinction between reducing and tackling matters is of concern.

The focus on preventing violence against women and girls is welcome. However, it is unclear why the title of the priority refers only to women and girls when a sub-heading and actions refer to men and boys; and it is also unclear whether the priority as drafted promotes

protecting and supporting non-binary people. It is therefore suggested that the priority be redrafted to clearly encompass all people.

There are apparent overlaps between the priorities of ‘preventing violence against women and girls’ and ‘protecting people from harm in Surrey’ and between ‘working with Surrey communities so they feel safe’ and ‘strengthen relationships between Surrey Police and Surrey residents’. Therefore, the inclusion of actions under certain priorities but not others creates ambiguity in respect of whether those actions will also be undertaken in relation to other apparently relevant priorities.

The sole action for your Office under the heading ‘to support men and boys’ – for your Office to ‘review and understand the current provision of services to male victims, including the police response, victim support services and the effectiveness of safety planning for male victims’ – will in all probability be fully discharged early in the life of the Plan, after which your Office will be subject to no further Plan obligations regarding supporting male victims of violence and sexual assault.

The draft Plan does not sufficiently address two key priorities of your residents and partners as reported in the findings of your consultative surveys: tackling anti-social behaviour; and increasing visible local policing. Those priorities should be accorded greater weight in the Plan.

The reference to directing increased resources to areas of greatest need could be detrimental to increasing visible local policing in other areas.

The focus on ensuring safer roads is welcome. However, more visible enforcement is desirable.

The commitment to ‘seeing how workforce diversity in Surrey Police can be improved’ should be updated to a commitment to improving the diversity of Surrey Police’s workforce, as the Chief Constable has accepted such change is needed.

Text in respect of working with partners, including government, to reduce backlogs in the criminal justice system and increase its efficiency should be strengthened.

The following should be considered for inclusion as priorities in the Plan:

- providing value for money; and
- tackling rural crime.

Please also number the priorities in the Plan for ease of reference.

Reference to the following should be considered for inclusion in the Plan:

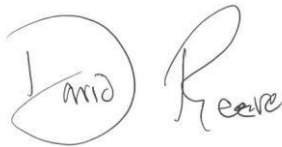
- increasing positive outcomes for all offence types;
- tackling climate change;
- engaging with and improving outcomes for BAME and LGBTQ+ communities specifically;
- promoting understanding and awareness of the community trigger process;
- in-person and online engagement with local communities by Surrey Police;
- tackling traveller incursions;
- the professionalism and training of Police officers;
- supporting the wellbeing of residents through close collaboration with partners, particularly in respect of addressing anti-social behaviour and its effects; and
- publicising neighbourhood watch groups, although it is not suggested that any of these points should individually constitute a priority.

Performance and accountability

So that we and the public can hold you to account for the implementation of your Police and Crime Plan 2021-2025, it should include measures linked with its priorities and, where appropriate, associated targets.

Thank you for your engagement with, and forthcoming approach to, the Panel's scrutiny of your draft Plan. We look forward to monitoring the implementation of your Plan and providing you with constructive support and challenge over the coming years.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'David Reeve'. The signature is written in a cursive style, with the first name 'David' and the last name 'Reeve' clearly distinguishable.

Councillor David Reeve

Chairman of the Surrey Police and Crime Panel

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Councillor David Reeve

Chairman of the Surrey Police and Crime Panel

Via Benjamin Awkal

Committee Manager – Police & Crime Panel

e-mail: surreypcc@surrey.pnn.police.uk

Website: www.surrey-pcc.gov.uk

Sent via email

6th December 2021

Dear David,

Draft Police and Crime Plan 2021-2025

Thank you for your letter and for all the comments made by the panel. These have really helped me shape the final plan and I have provided a response to each point, with the panel comment in italics and my response below.

The draft Plan and its priorities are reasonable and generally supported by the Panel. However, the language used is of concern, as the content of the draft is presented primarily in terms of providing assurance and support to residents and victims of crime, rather than reducing and responding more effectively to crime and disorder.

Thank you for this comment, I do wish to make sure the plan reflects the aims to reduce crime and disorder. I have been through the plan and am satisfied that there are references throughout the plan on reducing crime types and anti-social behaviour.

The use of varying terms, including 'ensure, support, reduce and tackle', in priorities and actions could lead to confusion; and whether there is a practical distinction between reducing and tackling matters is of concern.

I note that there is varying language in the plan, and we have reviewed this. In part, this is for ease of reading rather than using repetitive language. However, many of the terms used are purposefully describing the intention. For example, the OPCC cannot 'tackle' or 'reduce' crime being non-operational but can 'ensure' a focus through scrutiny and accountability. Victims need to be 'supported' when crimes happen, which is important alongside aims to reduce crimes. And in many cases, we are aware that whilst the outcome is to 'reduce' crime and ASB, the likely effect in terms of measurement of increased action will be to increase reporting in many cases, hence preferring the terminology of 'tackle'. We will review the plan to make sure each term best describes the action but will still have varying language.

The focus on preventing violence against women and girls is welcome. However, it is unclear why the title of the priority refers only to women and girls when a sub-heading and actions refer to men and boys; and it is also unclear whether the priority as drafted promotes protecting and supporting non-binary people. It is therefore suggested that the

priority be redrafted to clearly encompass all people.

This was a good debate at the panel, reflecting national debates. Of course, I wish to reduce violence for all, but make no apology that for the next few years the focus needs to be on VAWG. It is part of the national Governments Strategic Policing Requirement and is recognised as a national threat to safety. Therefore, I won't be changing the heading. However, I have asked my office to amend the section on men and boys to better reflect the panel's views.

There are apparent overlaps between the priorities of 'preventing violence against women and girls' and 'protecting people from harm in Surrey' and between 'working with Surrey communities so they feel safe' and 'strengthen relationships between Surrey Police and Surrey residents'. Therefore, the inclusion of actions under certain priorities but not others creates ambiguity in respect of whether those actions will also be undertaken in relation to other apparently relevant priorities.

I note the panel comments and agree to an extent. There are always going to be overlaps in a Plan, no matter how you cut the priorities. The overarching priorities set the direction of what policing and community safety partners should achieve and the actions provide focus. I recognise that actions in one area may also achieve improvements in other priorities.

The sole action for your Office under the heading 'to support men and boys' – for your Office to 'review and understand the current provision of services to male victims, including the police response, victim support services and the effectiveness of safety planning for male victims' – will in all probability be fully discharged early in the life of the Plan, after which your Office will be subject to no further Plan obligations regarding supporting male victims of violence and sexual assault.

As above, we have amended the section on men and boys to reflect the panel comments.

The draft Plan does not sufficiently address two key priorities of your residents and partners as reported in the findings of your consultative surveys: tackling anti-social behaviour; and increasing visible local policing. Those priorities should be accorded greater weight in the Plan.

Tackling ASB and improving visibility, in its widest sense, is included in the plan. Tackling ASB is the top action in keeping communities safe. Visibility is the top action in strengthening relationships. I believe that the overarching aims of safe communities and good relationships are the right ones, with the actions underneath being an integral part of achieving those aims. Visibility, for example, in itself isn't an outcome. The outcome is a good relationship so that communities feel safe, feel confident to report crime and support the police.

The reference to directing increased resources to areas of greatest need could be detrimental to increasing visible local policing in other areas.

Thank you for this comment. The greatest need referred to in the plan is around crime types, rather than geographical area. For example, we know that crimes committed in homes (domestic abuse, online abuse and child abuse) continue to increase. 'Visibility' needs to be in ways which impact on those crimes – schools, community groups and online presence, not just street presence. I will make sure this comment is amended to reflect that, rather than implying geographical need.

The focus on ensuring safer roads is welcome. However, more visible enforcement is desirable.

The Road Policing Unit (RPU) and Fatal Five Team do carry out enforcement as well as reduction activity. We have suggested that the head of RPU speak to the panel at a later date. But I have asked my office to add the word 'enforcement' to this section.

The commitment to ‘seeing how workforce diversity in Surrey Police can be improved’ should be updated to a commitment to improving the diversity of Surrey Police’s workforce, as the Chief Constable has accepted such change is needed.

The wording of this commitment has been changed to “improving” rather than “seeing how... can be improved”.

Text in respect of working with partners, including government, to reduce backlogs in the criminal justice system and increase its efficiency should be strengthened.

Under current accountability and governance, I can do no more than ‘work’ with others to reduce backlogs. But I will continue to campaign for improvement.

The following should be considered for inclusion as priorities in the Plan:

- ***providing value for money; and***
- ***tackling rural crime.***

A section of resources was initially included as a priority in the plan. However, after much discussion we decided to move this to a section within the plan, rather than a separate priority. However, the text originally included in that 6th priority remains, as does the focus – we need to achieve best use of resources to meet the priorities.

As said at the panel, I don’t agree that tackling rural crime should be a separate priority. ‘Rural’ crime isn’t a distinct crime category – theft, wildlife crime, domestic abuse, anti-social behaviour happens across our communities in urban, semi-rural and rural settings. However, there is a separate action in plan, reflecting the need to have dedicated staff for some types of ‘rural crime’ such as plant theft and wildlife crime, and my team have added some actions under this section to further bolster support for our rural communities.

Please also number the priorities in the Plan for ease of reference.

I have considered this and decided against numbering. The priorities aren’t in order of focus and I don’t want to suggest they are. In the word version of the plan it would aid reference, but I hope the panel will see that in the designed version the priorities are quite easy to read without numbering.

Reference to the following should be considered for inclusion in the Plan:

- ***increasing positive outcomes for all offence types;***

I don’t want to include this for all offence types, as we have prioritised areas in the plan. There is reference to solving crime in the plan, which I consider a more reader friendly term. But I have added the word ‘arrest’ to make this clearer.

- ***tackling climate change;***

This has been added in the resources section.

- ***engaging with and improving outcomes for BAME and LGBTQ+ communities specifically;***

We have purposefully used the wording of ‘all’ and ‘diverse’ communities under engagement and other sections. We don’t wish to pick out two communities, or risk exclusion of any one community by providing a list of all communities.

- ***promoting understanding and awareness of the community trigger process;***

This is something we can discuss with the panel and their Districts and Boroughs outside the plan. It is the responsibility of the Districts and Boroughs to promote and lead on the community trigger process and I don't wish to cause confusion by implying that the OPCC leads on this process.

- ***in-person and online engagement with local communities by Surrey Police;***

In person engagement is already reflected in the plan. I have added in online engagement.

- ***tackling traveller incursions;***

This is already reflected in the plan, using the term 'unauthorised encampments'.

- ***the professionalism and training of Police officers;***

This has been added to the plan.

- ***supporting the wellbeing of residents through close collaboration with partners, particularly in respect of addressing anti-social behaviour and its effects;***

Wording with regard to wellbeing has been added to the section on partnership.

- ***publicising neighbourhood watch groups,***

I consider this too tactical for the plan, but I will ask my office to speak to the police on how this can be better done through means such as "In the Know".

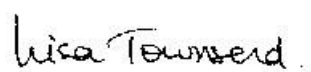
So that we and the public can hold you to account for the implementation of your Police and Crime Plan 2021-2025, it should include measures linked with its priorities and, where appropriate, associated targets.

As said at the meeting, we have not included measures and targets within the plan. We will use a set of measures for monitoring progress against the plan, although not targets which are considered inappropriate for most policing measures.

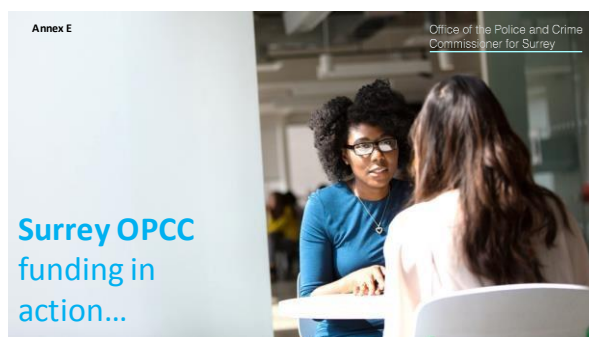
I wish to thank the panel for their support in the development of the plan. This is the first time that a Surrey PCC has carried out such extensive consultation and engagement before issuing a Police and Crime Plan. I am grateful for the involvement of the panel members in the consultation process which helped shape the draft plan. I very much welcome these comments, showing support for the plan but also giving some really good suggestions to ensure the final product is right for Surrey. We aim to publish the plan later this week, in advance of the budget consultation.

Please also pass over my thanks to Benjamin and Amelia for prioritising the Panel's response to the plan.

Yours sincerely,

A handwritten signature in black ink that reads "Lisa Townsend".

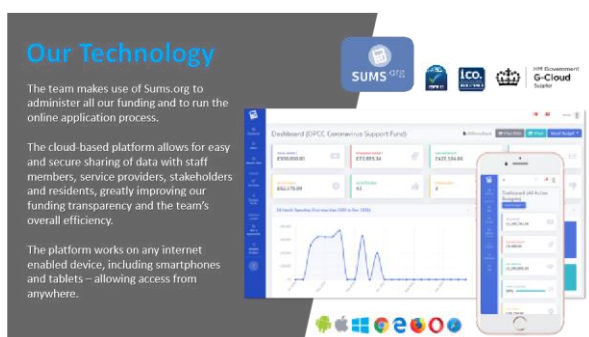
Lisa Townsend
Police and Crime Commissioner



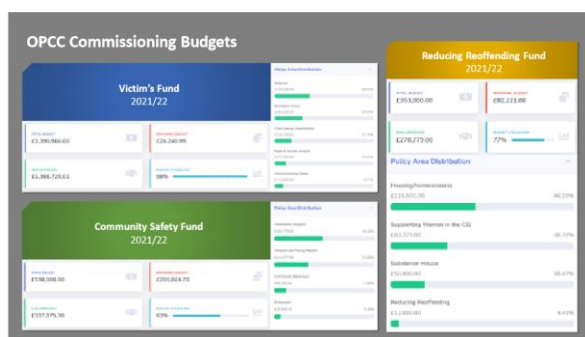
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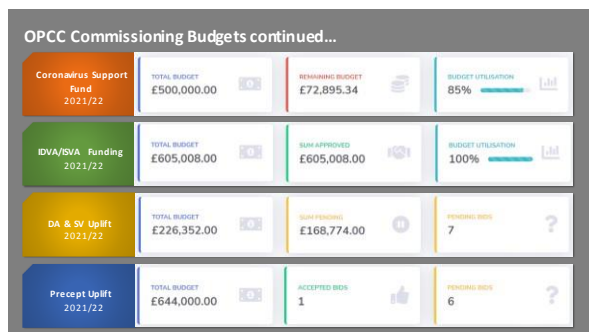
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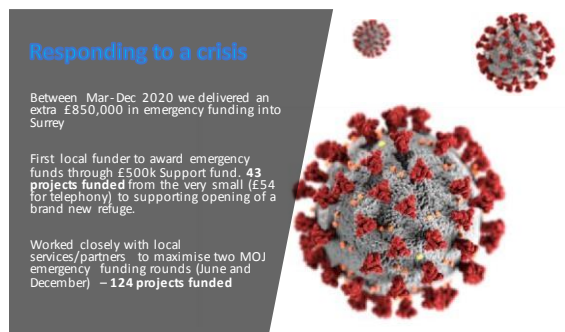
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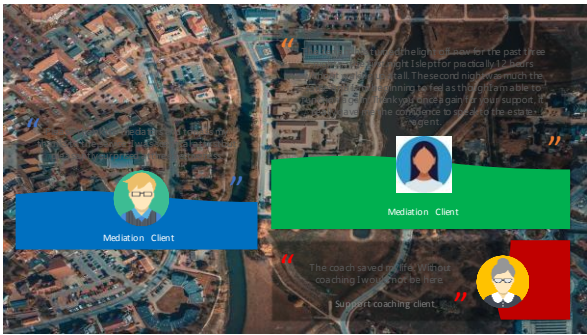
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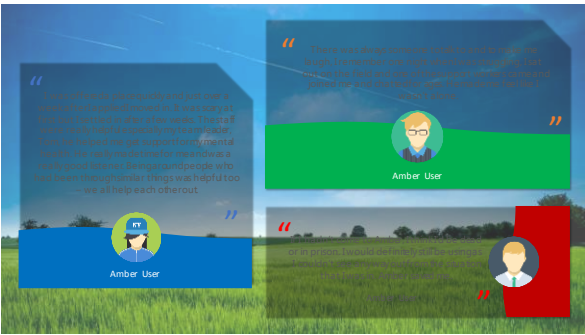
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SURREY POLICE AND CRIME PANEL – 24 NOVEMBER 2021**PROCEDURAL MATTERS – PANEL MEMBER QUESTIONS AND RESPONSES****1. Question submitted by Councillor Paul Kennedy (Mole Valley District Council)**

A growing number of communities across Surrey are showing interest in introducing wider 20mph speed limit areas, which rely on alternatives to expensive traffic calming, and which aim to promote wider objectives beyond road safety such as promoting active travel and increased community engagement and wellbeing. However, such schemes may not fully meet the enforcement-led criteria for police support set out in Surrey County Council's guidance on Setting Local Speed Limits (2014 - [Setting local speed limits policy - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/policies-and-procedures/setting-local-speed-limits-policy)).

What is your approach to such schemes, and do you agree with me that this guidance needs updating?

Response:

Road Safety is one of my key Police and Crime Plan priorities. I welcome any measures which promote road safety and if SCC feel an update to the local speed limits policy would improve road safety I would welcome the update, in consultation with Surrey Police.

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

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Item 17 - Building the Future Update, 24 November 2021 – PCC's Statement

- On Monday, at the conclusion of the recent Strategic Assessment process, a decision was made to progress with an HQ re-development at the Force's current HQ site at Mount Browne in Guildford, home of Surrey Police for the past 70 years.
- This means that previous plans to build a new HQ and Eastern operating base in Leatherhead have been halted. The former Electrical Research Association (ERA) and Cobham Industries site was purchased in March 2019, with the intention of replacing a number of existing police locations in the county, including the current HQ in Guildford. This site will now be sold.
- The strategic assessment, initiated in June of this year, looked at 3 options for the future: (1) deliver the HQ and operating base at the ERA site in Leatherhead (2) deliver a new HQ at an alternative site or (3) deliver a new HQ at Mount Browne.
- The outcome of the assessment, which was presented in detail to a Board meeting on Monday, was heavily in favour - both in qualitative and quantitative terms, of developing the site at Mount Browne.
- This marks the start of a hugely exciting project for Surrey Police, which brings both great opportunities, but also challenges, given the nature of the site.
- Plans for the new HQ are very much in the early stages, but will be undertaken in phases including a new joint Contact Centre and Force Control Room, a better location for the internationally renowned Surrey Police Dog School, a new forensics hub and improved facilities for training and accommodation.
- The programme vision remains unchanged – providing modern, efficient, flexible working environments, that will reduce overall costs, enhance working conditions, enable more agile and collaborative ways of working.
- Due to the phased nature of the project, we would anticipate full completion by October 2029.
- The Programme will now restart at RIBA Stage 1. An initial funding envelope for the delivery through to RIBA Stage 2 has been agreed, together with an overall funding envelope for the new HQ. This information is currently commercially sensitive.
- Next month, the PCC is set to receive further details with regards to current contractual links; a strategy for putting together a team to take forward the project; updates to the existing estates and housing strategies to reflect the

MB decision; and further work to define the overall disposal strategy. We will share as much of this information as we are able to with the Panel.