

PART ONE

To: Surrey Police Authority

Date: 6th February 2012

By: Alison Bolton, Chief Executive

Title: Matters Arising

Purpose:

This report outlines matters arising from the previous minutes of the Authority meeting held on 15th December 2012.

<u>Minute Number</u>	<u>Action taken</u>
149/11	<u>Matters Arising:</u> Further to the request to publicise the 'gateway' points in the Business Partnering in Policing Project, the Authority has added a page to its website to set out all the public documentation in relation to the project, together with the most current information on gateway points.
150/11	<u>Public Question Time</u> Colleagues in Surrey Police have responded to Ms Dadak and Miss Temple's complaints, received for the last Authority meeting, but which raised operational policing matters.
154/11	<u>Chief Constable's Report:</u> T/ACC Charlie Doyle has taken forward the issue of problems with speed limits and lane control in the Hindhead Tunnel and updated David Harmer accordingly. The issues of bench-marking for the new Event Assessment Unit and recording satisfaction for victims of 'no crimes' will be considered by the Customer Service Board, attended by Louise Rhodes. A six week trial period began on Monday 9 th January 2012, resourced with 4 volunteers and managed by Lucy Stoate from Customer Services, which will record customer satisfaction in live time. The team has conducted customer satisfaction checks against those that have fallen outside the data set and further scoping is being completed for 'no crime' offences.
155/11	<u>Regulation A19:</u> ACO Clare Davies' has re-circulated the original business case to Members.

159/11

Update on the Localism Act: A new update on the implications of the Act is provided in the Chief Executive's report on this agenda.

Recommendation -

To note matters arising from the minutes of the last Authority meeting.

Background papers - Minutes of the meeting held on 15th December 2011.

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