

Surrey

People's Group



Surrey People's Group in the East
19 September 2025

Who came to the meeting?



The meeting was at Woodhatch Place in Reigate.

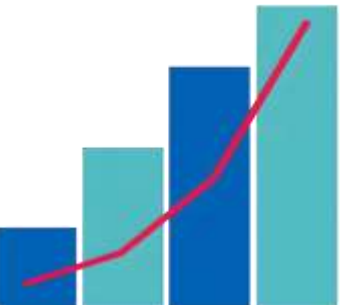


40 people came to the meeting.



Chief Inspector Nolan Heather spoke to us about hate crime:

- what is a hate crime
- how the police record hate crime
- how much hate crime is reported in Surrey





Nolan asked members their thoughts on 2 questions:

What stops you from reporting hate crime to the Police?



What would help you to go the Police?

What stops you from reporting hate crime? Fear and safety concerns



Fear, scared, anxious.



Worried about getting hurt.



Someone threatening you not to report.

Fear of repercussions or threats.



Worry about getting into trouble themselves.

What stops you from reporting hate crime? Lack of trust and past experiences



Worried they won't be believed.



Police officers not listening.



Poor communication.



Not getting a response on time.

What stops you from reporting hate crime? Lack of understanding or awareness

?



Don't understand that what is happening is Hate Crime.



Do not see the point as they think it won't be dealt with.

?



Not knowing what's going on.

What stops you from reporting hate crime? Accessibility and communication barriers



Accessibility / mobility issues.



Not sure how to report.

Difficulty using phone / no phone.



Non-verbal.



Too shy.

What would help you go to the Police? Support and advocacy



Having an advocate.



Supported by carer.



Share with trusted person, friend, staff.



Right support at home.

What would help you go to the Police? Improved police engagement



Friendly police officer who knows the community.



More police officers who know about Pegasus cards.



Disability awareness.

What would help you go to the Police?

Accessible information and communication



Easy read pictures / packs sent to homes.

More easy read documents.



Attending a workshop on Hate Crime.

Learning more about who you can turn to.

Knowing where to go / which number to call.

Information.



What would help you go to the Police?

More ways to report



Anonymous report.

Speak face to face at police station.

Talk on the phone.

Online chat.

Dedicated phone line.

Call 999.

Shout for help.

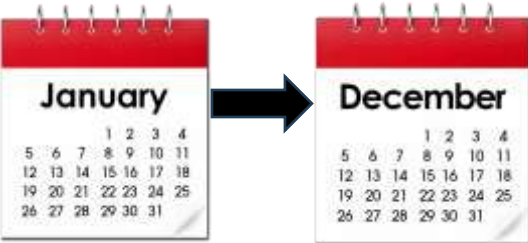


Bus Survey

Keith McKain from Surrey Bus Service came and spoke to us about the new Surrey County Council bus survey.

This will start in January 2026 and will run until December 2026.

It is about how people use the buses in Surrey and what is important to them.



Questions about buses



Keith answered questions from the group and said he would find out more about:



The 411 from Redhill being cancelled a lot.

Bus not going down Princes Road in Redhill

Bus company on S2 from Epsom to St Hellier refusing the free companion on the bus pass (C+).



Chair and Deputy Chair



People who wanted to one of the jobs said something about themselves and why they wanted to do it.



The group voted for who they wanted to get the jobs.



We announced our Chair and Deputy Chair.

Meet the leaders in the East

Michael Farrington
Deputy Chair



Maria Sileo
Chair

Well done Maria and Michael!