

# Surrey

# People's Group



**Surrey People's Group in the West**  
**15 August 2025**

# Who came to the meeting?



The meeting was at Emmanuel Church in Guildford.

There were 20 people there.



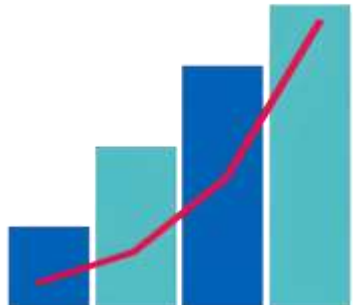
Detective Chief Inspector Jeff Jones spoke to us about hate crime:



What is a hate crime



How the police record hate crime



How much hate crime is reported in Surrey

# ?

Jeff asked members their thoughts on two 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? Trust and safety concerns



Lack of trust in police or authorities.



Fear of personal details being shared with perpetrators.



Worry about not being taken seriously.



Fear of repercussions or threats.

# What stops you from reporting hate crime? Awareness and understanding



Not seeing themselves as a victim.

Thinking that the behaviour is ok.

Lack of understanding of what is a hate crime.



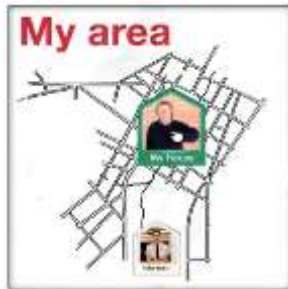
Not sure what should be reported.

# What stops you from reporting hate crime? Accessibility and visibility



Not knowing where or how to report.

Difficulty getting to police stations or knowing if they are open.



Not enough easy read information.



Limited promotion of tools like the Pegasus card



# What would help you go to the Police? Trust and communication



Being listened to and taken seriously.

Getting feedback and updates after reporting.



Knowing that reporting leads to action and closure.



Knowing it is not a waste of time.

# What would help you go to the Police? Community connection



Knowing your local officers or neighbourhood watch teams.

Named liaison officers who understand specific needs (e.g. disability).



Better relationships between police and local communities.

# What would help you go to the Police? Accessibility and support



Clear signage and contact information.

In person support.



Accessible formats for communication and feedback.



Knowing that speaking up makes a positive difference.

ACTION



# Actions from the meeting



DCI Jeff Jones will look at the feedback with the rest of the police team to build it into their training for contact centre staff.



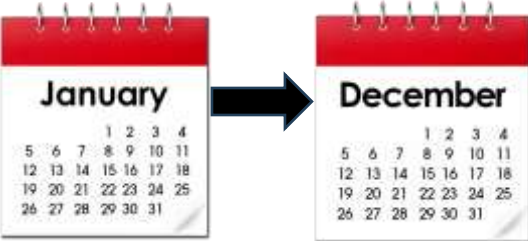
DCI Jeff Jones will tell the Police that their easy read needs updating and putting on their website.

# 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 asked members two questions:

What makes a good bus journey?

What makes it hard to use buses?

# What makes a good bus journey

## Reliability and timeliness



Buses arriving on time.



Clear information about cancellations.



Electronic notices at bus stops.

# What makes a good bus journey

## Comfort and Cleanliness



Clean buses with pleasant smells.



Comfortable temperature.



Availability of seats.

# What makes a good bus journey

## Friendly and understanding staff



Friendly drivers



Drivers who understand passengers' needs



Good customer service



# What makes it hard to use buses

## Accessibility and infrastructure



Wheelchair access issues.

Crowded buses blocking exits.



Lack of seating and shelter at bus stops.



Inconsistent bus pass policies across Surrey.  
Limited use of bus passes for employment.

# What makes it hard to use buses

## Communication and information



No stop announcements.



Difficulty finding out about cancelled buses.



Lack of route knowledge and awareness from drivers.

# What makes it hard to use buses

## Payment and cost



No option to pay with cash.



Bus fares too expensive.



No “plus one” option on bus passes for support staff.

# 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 West



Phil Lambeth  
**Chair**



Joshua Taylor  
**Deputy Chair**

Well done Phil and Joshua!