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Epsom complainant changes Surrey police procedure

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Surrey Police Accepts Recommendation to Improve Retention of Body-Worn Video Evidence in Complaints

Surrey Police has agreed to implement a key recommendation from the Office of the Police and Crime Commissioner (OPCC) following a complaint by an Epsom resident regarding the retention of body-worn video (BWV) footage in police complaints.

The issue arose from an incident on 12 April 2023, when the complainant was filmed by a police officer, PC Scruby, during a meeting at his mother's address. The complainant alleged that he was not informed he was being recorded until ten minutes into their interaction. He later raised concerns that the footage, which he believed could substantiate his account, had been deleted under Surrey Police's 28-day evidence retention policy before it could be considered in his complaint.

After being dissatisfied with the response from Surrey Police's Professional Standards Department (PSD) in October 2024, the complainant appealed to the OPCC. The OPCC conducted a review and found that Surrey Police's service was acceptable in 18 out of 19 points raised in the complaint. However, it upheld one element of the complaint, determining that the complaint handler had failed to properly investigate the complainant's concerns regarding what the officer had said during the meeting.

The review confirmed that the interaction had been recorded on BWV, but the footage was not secured by Surrey Police despite the complaint being made the following day on 13 April 2023. As a result, in line with the force's BWV policy, the footage was automatically deleted from the system without being saved, rendering it unavailable as evidence in the complaint process.

In response to the case, the OPCC issued a recommendation that complaint handlers should secure any BWV footage providing evidence in a complaint against police at the earliest opportunity and, in any case, within 28 days of the alleged incident. This measure is aimed at closing a procedural gap that may hinder transparency and accountability in police investigations.

The complainant expressed frustration over the deletion of potentially valuable evidence, stating: "It is concerning that evidence which could clarify what happened during my interaction with the officer was destroyed. I welcome the OPCC's recognition that procedural changes are needed."

The OPCC's report also addressed broader concerns raised in the complaint, including allegations of inadequate communication and procedural mishandling by PSD. While it found that Surrey Police's actions were generally in line with existing procedures, the recommendation for improved evidence retention was seen as a necessary step to enhance the fairness and thoroughness of future complaint investigations.

Surrey Police confirmed that it accepted the recommendation in full on 20 January 2025, with the PSD now in the process of implementing the change.

This development highlights ongoing efforts to ensure greater accountability and efficiency in police complaint handling, reinforcing public trust in the system.

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