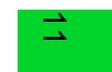


**Police and Crime Commissioner (PCC) for Surrey – Progress Against Police and Crime Plan Actions –April to June 2015**

| Action   | Agency                   | Progress  |
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| <b>Take a Zero Tolerance Policing Approach</b>   |                          |   |
| Ensure that Surrey Police and partner agencies focus on tackling anti-social behaviour, violence and those who break into homes or steal our property                        | PCC                      | The Office of the PCC continue to support Joint Enforcement Teams (JET) operating in the boroughs of Reigate and Banstead and Spelthorne. An evaluation is currently being conducted on their first year of running to inform future JET programmes. Elmbridge is looking to launch a version of JET in August 2015. Enquires have been made by Runnymede BC and Epsom and Ewell BC. Woking are undertaking some exploratory work regarding private tenancy.  |
| Make sure there is a focus on catching criminals and detecting crime   | PCC                      | The PCC continues to hold regular management meetings with the Force at which detection rates are regularly reviewed. Detection rates for burglary and vehicle crime continue to rise. Due to the complex nature of investigations and the increase in recent reporting, detection rates for domestic violence and sexual offences are an area of concern and one which the PCC has been scrutinising.  |
| Make sure that Surrey Police is robustly tackling serious crime and organised criminal gangs operating in the county. We will take away their profits from crime             | PCC/<br>Surrey<br>Police | The OPCC has been working with partners to implement the local partnership requirements of the Serious and Organised Crime Strategy, including the establishment of a pilot site in Reigate and Banstead to test new practices around intelligence sharing and multi-agency enforcement. This pilot continues to run and a further pilot site is being discussed.   |
| Ensure that Surrey Police arrests more people who deal drugs on our streets and to our young people and children, in particular in schools and colleges of further education | PCC                      | Surrey Police has processes in place to work with schools to tackle local issues and reports successful operations through to the regular Management Meetings with the PCC. As part of the aforementioned Management Meetings the Commissioner receives updates on actions being taken on tackling drugs.<br>The OPCC is also currently looking at whether a pilot scheme could be introduced in Surrey for pupils to come forward with immunity if they are being pressurised into dealing drugs.<br>Surrey Police continues to take a proactive and zero tolerance approach in relation to drug use, production and supply, particularly where it involves young people. The Force works with schools to deal with any reports of drug taking by school pupils and also continues to encourage staff, students and their parents to share any information in respect of drug use with us. |





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| <p>Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved</p>                           | <p>PCC</p>                         | <p>In 2014/15 the Community Safety Fund totaled £623,370. Over the course of the financial year the PCC received 80 applications. 52 were approved and the total funding allocated was £470,445.10. In addition £51,966.04 was awarded to Reigate and Banstead Borough Council and Spelthorne Borough Council for the delivery of the Joint Enforcement Team pilots. This funding was used to provide vehicles, uniforms, training and body worn cameras. Furthermore, the PCC agreed to allocate £100,000 to domestic abuse outreach services for supporting victims of domestic violence. In 2015/16 the PCC will maintain the CSF and will allocated £690,920 to support PCC-led partnership projects, such as joint enforcement, cyber-enabled crime prevention, and support for victims of Anti-Social Behaviour.</p>   |
| <p>Work with Surrey Police and partners to reduce deaths, injuries and damage on the roads that are caused by selfish, reckless and anti-social drivers and riders</p> | <p>PCC /<br/>Surrey<br/>Police</p> | <p>Reducing the number of people killed or seriously injured on Surrey's roads has been adopted as one of the Force's key performance objectives for 2015/16. 2014/15 saw an overall increase in the number of KSIs in Surrey, with the number of pedal cyclists injured showing a significant rise. In the first quarter of 15/16 the number of collisions has reduced and has largely returned to the predicted trend.</p> <p>Surrey Police are supporting a County Council-led Drive SMART funded communications and engagement campaign, with the aim of reducing road casualties involving cyclists and reducing the negative effects of inconsiderate cycling.</p> <p>Surrey Police jointly with Sussex Police and Sussex Safer Roads Partnership, DriveSMART in Surrey and Crimestoppers launches a campaign on June 1st to crack down on those who drive whilst unfit through drink or drugs. All drivers who are charged with drink or drug-driving related offences will be named and video footage of convicted drink-drivers to reveal the poor state some offenders are in when they get behind the wheel. Surrey and Sussex police supported the national Drink Drugs Driving summer campaign during June 2015 and this resulted in 110 arrests, which is an increase from last year. Surrey Police has also been using new drug testing kits at the roadside.</p> <p>A new memorandum of understanding is in development to define the role and purpose of the Drive SMART initiative, reinvigorate partnership activity under the programme, and provide clarity as to the relationship with the Safety Camera Partnership (SCP). The business plan for the Safety Camera Partnership is also being developed to ensure there is a clear strategic direction for speed enforcement and the partnership use of cameras is being reviewed.</p> |

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| <p>How a robust ethos of zero tolerance is being delivered in Surrey, whilst ensuring standards are maintained and policing is carried out in a reasonable way</p>      | <p>Surrey Police</p> | <p>The Force's zero-tolerance policing approach is included in the reporting process for each management meeting, and numerous examples have been evidenced to the PCC and published in the bi-monthly management meeting papers.</p> <p>From April 2015/16 a new Force Performance Governance regime was implemented. The Legitimacy Board, Crime Performance Board, Efficiency Performance Board, Strategic Crime, Incident &amp; Risk Group (SCIRG) now account into the monthly Strategic Risk &amp; Learning Group (SRALG). In support of the Police and Crime Plan, the force's strategic priorities and overall service delivery SRALG is the overarching accountable mechanism for reviewing and addressing risks, opportunities and vulnerabilities.</p>   |
| <p>How Surrey Police is working to reduce crimes of burglary, robbery and violence</p>  | <p>Surrey Police</p> | <p>The Force has provided detail on performance and activity for these crimes through the bi-monthly management meeting process, papers from which are published online. The Force has maintained its focus on domestic burglary and the level of burglary has reduced by 20.7%, or 137 crimes, compared with June 2014.</p> <p>There has been a significant increase in recorded violent crime with injury compared with the same period last year; this reflects the national picture, with 40 out of 43 police forces showing an increase. It is thought that this may be a result of improvements in crime recording, and work is being driven through the Office for National Statistics (ONS) to help police forces understand this increase.</p>   |
| <p>What Surrey Police is doing to encourage reporting of underreported crimes such as domestic violence, homophobic, racist or other hate crime and sexual offences</p> | <p>Surrey Police</p> | <p>Recorded domestic abuse-related offences have increased by 25.1% (232 crimes) compared with the same period last year. Surrey Police is working hard to increase public confidence, which is encouraging the increased reporting of domestic abuse. Recorded sexual offences including rape has also been increasing over the last 12 months and is 79.5% higher than the same time last financial year. Again this mirrors the national trend with ONS figures showing the level of recorded rapes increasing nationally. The increase in all sexual offences is thought to be due to growing confidence amongst victims that police will treat their complaints seriously.</p> <p>Surrey Police is encouraged that total hate crime has increased 63.5% when comparing the 12 months to Jul 2014 to the 12 months to July 2015 due to an increase in confidence to report hate crime. The Diversity Directorate has then been attending public events, talks, exhibitions, conferences and training days promoting the new hate crime posters and literature and asking for local charities and organisations to promote this too to raise awareness of reporting hate crimes.</p> <p>The national ACPO hate crime reporting website "True Vision" now has a link to its main site on the Surrey Police website as an alternative to reporting directly to Surrey Police. There was a 95% increase in True Vision reports for 2014/15 compared to 2013/14 for Surrey Police.</p> |



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| The improvements being made in solving burglary, robbery, violence and sexual offences   | Surrey Police             | <p>The Burglary positive outcome rate this year has decreased when compared to last year. However when looking at primary outcomes the rate is similar to last year and it is anticipated that as the year progresses the force will achieve Taken into Considerations (TICs) which will improve the force's overall positive outcome rate through secondary outcomes.</p> <p>The number of violent crime positive outcome rate has increased from 1217 last year to 1229 for the financial year to date. However due to the notable increase in the total number of violent crime the percentage rate for violent crime positive outcomes has decreased. Violent crime positive outcomes continue to be an area of focus for the Force and there are a number of work streams in place to improve the current position. Work to improve positive outcomes for serious sexual offences remains a priority and is reflected in the positive outcome rate, which is now approaching the same level as the end of last financial year. In terms of rape the positive outcome rate for recently reported rapes has seen an improvement over the same period last year, up 10% points from 2.5% in 2014/15 to 12.5% in the latest period.</p> |
| The operations carried out and achievements made in targeting those who deal drugs to young people in schools and colleges of further education  | Surrey Police             | The Force works with schools to deal with any reports of drug taking by school pupils, we also continue to encourage staff, students and their parents to share any information in respect of drug use with us.  |
| Joint actions with a wide range of partners to reduce anti-social behaviour and crime in all forms – whether it be working together to reduce town centre violence, business crime, rural and wildlife crime or any other loutish activity | Community Safety Partners | As detailed previously, Joint Enforcement Teams are now in operation in Reigate & Banstead and Spelthorne. The OPCC is currently working with partners to roll the pilots out on a wider basis.  |
| The support and mechanisms in place to stop people abusing drugs   | Community Safety Partners | The Office of the PCC is working with the Surrey Substance Misuse Strategy Group. The new Strategy for alcohol and substance misuse has been consulted on and developed. Next steps are for the partnership, including the OPCC, to develop and deliver the action plan associated with the strategy.  |
| Actions to tackle alcohol misuse and alcohol fuelled violence and anti-social behaviour  | Community Safety Partners | Local partners are working together to tackle violence and ASB fuelled by alcohol and substance misuse. These local concerns are picked up through the CIAG and JAG processes and appropriate actions assigned.  |
| Conviction rates at court for people who commit serious crime and drug dealers   | Community Safety Partners | The Office of the PCC is working with agencies in the Criminal Justice system to ensure that the victim is put at the heart of the system, including consideration of conviction rates.  |
| <b>More Visible Street Policing</b>  |                           |  |

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| Continue with my campaign for fairer funding of policing for Surrey tax payers. You pay the highest level of council tax for policing in the country | PCC           | There are plans to review the funding formula for policing. The recent National Audit Office report into the sustainability of police forces ( <a href="http://www.nao.org.uk/report/financial-sustainability-of-police-forces-in-england-and-wales/">http://www.nao.org.uk/report/financial-sustainability-of-police-forces-in-england-and-wales/</a> ) highlighted the unfair council tax for Surrey tax payers due to low level of government funding for policing in Surrey. The PCC has resubmitted the evidence gathered through independent research on the funding formula and continues to speak to MPs and the Police and Crime Panel about securing a better deal for Surrey.   |
| Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing        | PCC           | In the period April 2014 to March 2015, Surrey Police seized £1.7m of cash and assets from criminals in Surrey. Some of that (about 18%) they get back to fund policing activity.  |
| Lead on collaboration with neighbouring forces to share as many police functions as possible and, in the future, consider amalgamation               | PCC           | The PCC's of Surrey and Sussex continue to work closely with the Chief Constables of those forces to jointly deliver services wherever possible to make savings and protect front-line policing.<br>There is South East regional delivery of counter terrorism and tackling serious organised crime and South East forces are collaborating on IT. Discussions are taking place on future further regional working.  |
| Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders             | PCC           | Surrey and Sussex are now delivering nearest unit response for major crime and firearms.   |
| The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.                        | Surrey Police | The Specialist Crime and Operations commands are operating successfully across Surrey and Sussex, and have delivered increased operational resilience as well as savings. Regional opportunities are also being considered within Specialist Crime. ICT is now operating as a collaborative unit across Surrey and Sussex, under a single senior lead, and work is underway to develop business cases for collaborated HR, Finance and Shared Business Service functions.<br>The Emergency Services Collaboration Programme considers collaborative/joint working opportunities with both Sussex Police and our other emergency service partners, and has identified a number of 'quick wins' that have allowed us to share information and work together more effectively. Longer term opportunities for fleet and contact management/deployment are also being considered. |



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| <p>The reviews that Surrey Police is undertaking to make sure that they are as efficient as they can be and what the outcomes of these are in terms of savings</p> | <p>Surrey Police</p> | <p>A number of reviews continue across the force. These are reported on formally through the management meeting process, including associated savings and potential savings. The Force has recently had the HMIC PEEL Inspection for Efficiency, consideration will be given to the key areas and recommendations contained within the report, which will be published in the Autumn of 2015.</p>   |
| <p>The number and powers of PCSOs (Police Community Support Officers) and how they are used to support this plan</p>   | <p>Surrey Police</p> | <p>As at the end of June the number of PCSOs was 129.67 (Full Time Equivalent). The Force is currently recruiting PCSOs and there is an intake of PCSOs arriving in September, and more lined up for November and January. During this financial year Surrey Police will be reviewing the PCSO powers.</p>  |
| <p>How Surrey Police is making best use of the Special Constabulary and other volunteer groups</p>   | <p>Surrey Police</p> | <p>There were 124 officers in the Special Constabulary at the end of June 2015, all of whom are operational working at least 16 hours per month. There were 107 volunteers in force at the end of June, all of whom work a minimum of 8 hours per month.</p> <p>The Force is developing a 'Volunteering in your Neighbourhood' Strategy. The proposed strategy would broaden and deepen our current approach by introducing a spectrum of volunteering activity targeted specifically at unmet operational needs. Including;</p> <ul style="list-style-type: none"><li>• Centrally managed volunteering teams</li><li>• Harnessing existing volunteering efforts</li><li>• Enhancing the Special Constabulary</li><li>• Piloting a cadet scheme</li></ul> |

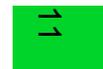
| <b>Put Victims at the Centre of the Criminal Justice System</b>   |     |   |
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| Work with the Criminal Justice System to ensure victims get proper support, whether they are dealing with Surrey Police, courts, probation, judges or voluntary support organisations | PCC | <p>The Police and Crime Commissioners for Surrey, Sussex and Thames Valley are now managing the contract for victims' services across the three areas, with Victim Support actively providing emotional and practical support under the contract from 1 April 2015. Surrey's early work has focused on developing referral routes for victims using the service. This has sought to deploy resources to ensure that those victims who most need support are able to access it.</p> <p>The OPCCs for Surrey, Sussex and Thames Valley opened the contract out as a framework for other PCCs in the country. Ten PCCs in total are using the contract. Surrey leads an oversight group comprising these members plus MOPAC to bring together learning and highlight shared concerns to Victim Support. Surrey has secured attendance from Victim Support's new Director of Operations at this group and is overseeing work to embed common performance indicators and to explore options to improve value for money. This national oversight will help to drive continuous improvement of services within Surrey.</p> |
| Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour  | PCC | <p>The Victims Code Working Group, attended by the Assistant Commissioner for Victims, has overseen the implementation of the Code and this is now embedded within business as usual. Performance continues to be monitored.</p> <p>Support for victims by the force and partners, continues to be monitored through the Criminal Justice Board, attended by Deputy Commissioner and Chief Executive. Force support is monitored through the recently established Legitimacy Board, which the OPCC Policy Officer (Victims) attends and to which she has tabled improvements to the support pathways for victims of sexual violence.</p> <p>OPCC Partnership Policy Officer sits on the ASB Steering Group, chaired by Supt. Chris Moon and she chairs the Task and Finish Group. This is currently researching gaps in support for victims of ASB.</p>   |
| Review the community safety funding and grants given to partners who support victims to ensure value for money is achieved  | PCC | <p>A total of £886,404 has been awarded from the Victims Fund, from a budget of £1,276,567 through a mixed funding model of contract and grants. A contract manager has been appointed to oversee the contract awarded to Victim Support and monitor performance. Grants awarded to other support services continue to be monitored to ensure they deliver against intended outcomes.</p>   |
| Ensure that we look after those people most vulnerable in our society   | PCC | <p>The Police and Crime Commissioner will chair a scrutiny panel on 6 August, focused on public protection. The Force has been asked to present evidence of performance and action against risks and areas identified for improvement following recent inspections and the Force/OPCC's own work.</p>   |





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| Work with partners to ensure that those with mental health issues receive appropriate care and protection   | PCC                       | Following the development of the Mental Health Concordat, the OPCC is overseeing development via attendance at the Force Oversight Board. Additionally, the OPCC attends Surrey Police's own Mental Health Steering Group, which manages the ongoing work streams around the Concordat and any operational issues around provision, training and working with partners.  |
| Monitor Surrey Police performance in answering the phone when you call and how they respond to calls for help, getting the call centre and response officers to focus on what the victim needs. | PCC                       | This is monitored regularly in the management meetings the PCC holds with the Chief Constable. Performance in answering and responding to 999 calls remains high. Following difficulties earlier in the year with answering the 101 number (due to a change in technology and staff reductions) performance in this area is now showing improvements.  |
| How satisfied victims of crime are with the services that Surrey Police provides and what Surrey Police is doing to improve how victims are treated   | Surrey Police             | The most recent national data (12 months to March 2015) shows Surrey has moved up to 16 <sup>th</sup> position. In relation to crime types, the national data shows that Surrey has increased from 14 <sup>th</sup> to 8 <sup>th</sup> position for violent crime and from 21 <sup>st</sup> to 18 <sup>th</sup> position for vehicle crime, whilst remaining at 26 <sup>th</sup> position for burglary. Overall customer satisfaction is at 80.4% for this year to date which is a 5.3% point decrease from the previous year end 2014/15 (85.7%). Victim satisfaction data is scrutinised in detail on a monthly basis and recommendations regarding areas for improvement are made via the bimonthly Legitimacy Performance Board. Compliance with the Victim's Code continues to be monitored through a rolling audit program which covers the Safer Neighborhood Teams (SNT), the Safeguarding Investigation Units (SIU) and the Criminal Investigation Departments (CID). |
| How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken  | Surrey Police             | Overall ASB customer satisfaction is at 80.3% for this year to date which is 2.6% points higher than the previous year end 2014/15. Satisfaction for treatment is at 94.0% for this year to date which is +4.3% points higher than the previous year end 2014/15. Satisfaction for actions taken is at 69.4% for this year to date which is a 0.1% point decrease from the previous year end 2014/15.  |
| Help ensure that the Criminal Justice system, including courts, witness protection and the judiciary put victims at the heart of everything they do   | Criminal Justice Partners | The Deputy PCC is the vice-chair of the Surrey Criminal Justice Board which strives to put the victim at the heart of criminal justice and ensure an efficient and effective service. The Deputy PCC and PCC meet regularly with leaders in the criminal justice system and the Assistant PCC for Victims regularly attends court to see the services provided in action.  |
| Review the funding given to victim support organisations to ensure value for money is achieved and a good quality of support is provided  | Criminal Justice Partners | The OPCC has more closely aligned the work of the Community Safety Fund and Victims Fund to remove potential for duplication of funding. We are working towards a more holistic funding model to meet identified needs in Surrey. Grant funding is monitored by the OPCC Policy Officer and reporting from the funding recipients against intended outcomes informs a qualitative report to the Ministry of Justice. This details the range of services commissioned and the impact of the funding.  |
| Help ensure that there is support for vulnerable people, such as the young, the elderly, those with mental health issues and troubled families  | Criminal Justice Partners | The PCC continues to fund support for vulnerable people, including young witness and adults and children affected by domestic abuse and sexual violence.   |

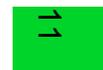
| Give You the Opportunity to have a Greater Say in how Your Streets are Policed   |     |  |
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| Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level   | PCC | The OPCC continues to support Surrey Police in the delivery of Local Policing Boards, Facebook boards and local surgeries. The OPCC also continues to encourage residents to contact us via Facebook or Twitter.   |
| Hold an annual Police and Crime Summit, together with the Council Leader and Chief Executive, in each Borough and District where people can come and take part in discussions about police and community safety issues                   | PCC | The PCC has now commenced the 2015/16 Crime Summit programme, which will see him travel across the county between now and February 2016 to allow local residents to get involved in discussions around policing and community safety in their area.  |
| Ask local councillors, community safety officers and Surrey Police to formalise current engagement arrangements to ensure that there is a regular Local Policing Board that the public can attend in each Borough and District in Surrey | PCC | Local Policing Boards are now in place across Surrey – see the link below.   |
| Publicise the dates and venues for the Summits and Local Policing Board meetings   | PCC | The Summits are all publicised on the PCCs website, Twitter account, Facebook page and through PCC and partner contact databases. The Local Policing Boards are publicised locally and on the Surrey Police website: <a href="http://www.surrey.police.uk">www.surrey.police.uk</a>  |
| Give people the opportunity to contact or meet with me or my staff about specific issues, including through surgeries, correspondence or through my web-site   | PCC | The PCC continues to engage with residents through face-to-face meetings, Crime Summits, letters and e-mail. The OPCC also undertook a significant piece of research to gauge the views of residents in relation to the PCC's proposed precept increase.   |
| Work with the media to ensure I am visible and available to the public and can make their interests heard  | PCC | The PCC continues to make frequent contact with the media, both proactively and reactively. He has featured on BBC Radio Surrey and Eagle Radio in June alone. The PCC has contributed to the Surrey Advertiser most recently in response the HMIC report into treatment of children in custody. The OPCC featured in the Elmbridge edition of the SA just prior to Elmbridge Crime Summit highlighting work with victims of domestic abuse in that area. This article directed readers to follow the summit live online (another of the PCC's media engagements) and appears to have substantially increased public awareness/involvement. The PCC also continues to broadcast his regular meetings with the Chief Constable live online. |
| Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement  | PCC | In addition to the Policing Boards and Summits, the PCC, his Deputy and Assistants attend a large number of community meetings. The Office of the PCC also responds to e-mails and letters from residents and consults via the PCCs website.   |





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| Use social media and other emerging communications channels to engage with young people and those who do not wish to engage via other means   | PCC   | The Office of the PCC remains active on Twitter and Facebook, and continues to build an establishment on YouTube. We also continue to make use of Flickr to publish photographs, and most recently we have begun making use of Periscope to broadcast Crime Summits live. The PCC has also now completed two live interviews on YouTube.  |
| Operate and lobby at a national level on behalf of the Surrey public on issues such as adequate funding for Surrey Police and victim care   | PCC   | Over the last quarter, the PCC has remained active in national lobbying on such issues as funding for Surrey Police, national police funding, police training, police officer pay and the need to reduce the number of police forces nationally. The PCC is active in national groups in the Association of Police and Crime Commissioners (APCC), has spoken at the Police Federation Conference in May and has met with the Policing Minister.  |
| Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues  | PCC   | The PCC attends all Police and Crime Panel meetings. The PCC also continues to engage with the Panel on areas of specific interest, including detailed discussions on the development of precept proposals.   |
| Making sure that everyone in Surrey is able to engage with the police, councils and other partners about the issues that affect them. I will ensure that existing joint engagement arrangements are formalised, with regular Local Policing Boards in each borough and district | Surrey Police/<br>Community Safety Partners | We work together with the police, councils and other local partners in the delivery of the 11 annual Crime Summits across the county, where residents are able to discuss their views directly with the agencies that will be able to assist them. Additionally, each borough and district continues to hold policing boards, which are advertised on the Surrey Police website. To increase reach, Surrey Police continue to make use of social media to engage with a broader range of residents.   |
| Ensuring that issues are picked up and action is taken by the appropriate agency and that themes and learning are identified and acted upon together through joint problem solving.   | Surrey Police/<br>Community Safety Partners | Issues and action plans have been identified through the local policing summits, as collated through the PCC's office. The local policing boards have raised local issues, of a similar theme to panel meetings (e.g. speeding, parking and ASB), and resolution of these many issues forms part of daily business for the relevant Neighbourhood teams. The teams work regularly with partners, including through Joint Action Groups and Community Incident Action Groups. Examples of partnership-working have been included in reports for the management meetings. |

| <b>Protect your local policing</b>   |     |  |
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| Review the police station disposals policy in Surrey to ensure best value is achieved from the Surrey Police estate and any sales of property  | PCC | This review has now concluded and the results can be read at the following link: <a href="http://www.surrey-pcc.gov.uk/2013/10/surrey-police-and-crime-commissioner-concludes-estates-review/">http://www.surrey-pcc.gov.uk/2013/10/surrey-police-and-crime-commissioner-concludes-estates-review/</a>   |
| Seek a national role to provide a voice for Surrey on boards and organisations that set police pay and conditions, particularly given proposals to reduce starting pay for police officers, who already struggle financially to live in Surrey   | PCC | Kevin Hurley continues to be an active and vocal member on the national PNB (Police Negotiating Board) which deals with police pay and conditions. The PCC is currently discussing with the Chief Constable potential future plans for recruitment and retention packages and hopes to receive a proposal to the September Management Meeting.   |
| Ensure that Surrey Police gets adequate support from national bodies, such as the National Crime Agency, National Fraud Investigation (led by the City of London Police) and Counter Terrorism Units, as well as making sure Surrey Police is doing its part in national policing requirements | PCC | The PCC and staff have attended national seminars and training on national bodies. The PCC is part of the regional crime oversight board. Management meeting papers are received which update on Surrey Police's input into national policing requirements.  |
| Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily   | PCC | The PCC was one of the first to get rid of policing targets which has been recognised nationally as reducing bureaucracy. The Office of the PCC seeks to use existing reports and management information where every possibly rather than requesting additional work to be carried out.  |
| Ensure that the media has a balanced picture of policing activity in Surrey: we will be transparent  | PCC | The PCC continues to make frequent contact with the media, both proactively and reactively. He has featured on BBC Radio Surrey and Eagle Radio in June alone. The PCC has contributed to the Surrey Advertiser most recently in response the HMIC report into treatment of children in custody. The OPCC featured in the Elmbridge edition of the SA just prior to Elmbridge Crime Summit highlighting work with victims of domestic abuse in that area. This article directed readers to follow the summit live online (another of the PCC's media engagements) and appears to have substantially increased public awareness/involvement. The PCC also continues to broadcast his regular meetings with the Chief Constable live online. |
| Take every opportunity to raise issues affecting Surrey such as budget cuts and police pay and conditions with MPs, councillors, partners, Government and national boards to make sure that they are all able to support your aims   | PCC | As outlined in the section above, the PCC continues to be active on lobbying on pay and conditions and has spoken on the topic at the recent Police Federation conference.   |





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| Use my position as an elected person with the largest mandate in Surrey to give a balanced view of policing and protect those officers who put themselves in personally frightening or emotionally challenging situations every day and support them in tackling the people who blight the lives of the Surrey public | PCC           | The PCC has spoken up on BBC Radio Surrey for the provision of body worn cameras by officers in order to discourage abuse and violence from suspects and to provide impartial evidence for prosecutions. The cameras also provide support for officers when rebutting spurious complaints by suspects.  |
| Work with the Chief Constable during 2013 to set out a staff and asset transfer scheme, as required by the Home Office, that best meets your 6 priorities   | PCC           | This has been completed.  |
| Oppose plans for direct entry into the police service at Superintendent rank.   | PCC           | The PCC has nationally opposed direct entry and taken every opportunity to raise this as an issue with government and press.  |
| What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay  | Surrey Police | The PCC is in discussions with the Chief Constable with regard to what can be done locally on recruitment and retention packages.   |
| What the latest staff survey results are saying and how staff are viewing leadership  | Surrey Police | The latest Staff Survey ran from 20 <sup>th</sup> April to 11 <sup>th</sup> May 2015. In total 2246 responses were returned, providing a response rate of 58%, which is a large increase on the response rate last survey (44%). The overall health score was higher than the previous two surveys. Going forward the Surrey and Sussex Senior Leadership Team have agreed to develop a joint survey. |
| Ensuring previous skills and training are utilised when officers transfer from other forces   | Surrey Police | The Force continues to recognise national qualifications and ensures bureaucracy is minimised when quality assuring 'local' skills from elsewhere. This has been described through the management meeting structure.  |

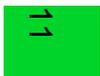
| <b>I will be Uncompromising in the Standards you Expect from Your Police</b>  |     |   |
|---|-----|---|
| Go out and about within Surrey Police to see what is happening 'on the ground', to listen to the public and victims and feed my observations back into the Chief Constable                                      | PCC | The OPCC has focused on Surrey Police's work on Public Protection; this is a crucial area which includes domestic abuse and child protection. The OPCC has conducted a literature review of recent inspections and reviews held within the Force, triangulated against research completed or underway within the OPCC. Initial findings have been report to the Chief Constable and the OPCC is developing specific scrutiny governance for this area of work.  |
| Continue to ensure we have an effective Independent Custody Visiting Scheme, whereby trained people from local communities go into custody to check on the welfare and treatment of those being held in custody | PCC | Recruitment in early 2015 means that the ICV Scheme is running at full strength. New recruits are being trained via shadow visits and on-going mentoring within the panels. The Annual ICV Training Day was held on 7 March 2015 focussing on mental health and a PACE refresher with excellent feedback from those who attended. Bite-sized refresher training for all will be incorporated into the panel meetings from July 2015 and the effectiveness of this will be monitored in early 2016. The Annual ICV Thank You event is planned for November 2015. |
| Work with the Independent Advisory Group (IAG) and to hear views from minority groups about what they expect from policing  | PCC | The PCC, his Equalities Advisor and support officers continue to meet regularly with the IAG and other groups to understand the views from diverse communities in Surrey. Recently the IAG considered Surrey Police's EDHR strategy and delivery plan.  |
| Ensure that Surrey Police has the highest standards through monitoring customer service and complaints  | PCC | The PCC, his Deputy and his Equalities Advisor have regular meetings to consider the complaints that the OPCC receives. Additionally, a report was presented to the Joint Audit Committee recently that outlined how the OPCC and Surrey Police's Professional Standards Department work together to manage the complaints received. This included detail on the numbers and trends of complaints.  |
| Consider where I can introduce mystery shoppers to provide a check on standards of Surrey Police care for victims and customers   | PCC | Complete – considered and not felt to be practical.   |
| Lead by example and give visible leadership for Surrey Police and expect those in leadership roles to do the same   | PCC | The PCC, Deputy PCC and Assistant PCCs continue to meet with Surrey Police leaders and show leadership to staff.  |
| Monitor Surrey Police performance in investigating crime to make sure that the best results are achieved  | PCC | The PCC monitors Surrey Police performance in investigating crime in the management meetings. Reports and minutes of these meetings are published on the OPCC website. The latest updates can be seen at: <a href="http://www.surrey-pcc.gov.uk/2015/05/may-management-meeting-papers/">http://www.surrey-pcc.gov.uk/2015/05/may-management-meeting-papers/</a> . Positive outcomes for burglary are currently improving. Surrey Police has an action plan for improving detection rates for domestic violence offences.  |





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| <p>How the Chief Constable and her senior staff are ensuring high standards, ethics and integrity - from dress codes and standards of appearance through to the service staff are delivering to the public</p> | <p>Surrey Police</p> | <p>Professionalism is important to Surrey Police, with work being driven through the People Strategy Board, the Strategic Crime and Incident Recording Group, and the Professionalism and Integrity Board for the Code of Ethics. Good work is reported on through the PCC management meeting and the bi-monthly Legitimacy board aims to provide assurance and confidence that the Force are responding to and treating victims and public in a legitimate and fair way.</p>  |
| <p>How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales</p>   | <p>Surrey Police</p> | <p>Overall details and numbers of complaints are published in the management meeting documents, which are published on-line. During FY14/15 there were 553 complaints recorded, this is a decrease of 21.78% (154 complaints) recorded in FY13/14. The number of allegations also fell from 1707 in 2013/14 to 1514 in 2014/15; this is a decrease of 11.3%. The highest categories of allegation still remain as 'Other Neglect' and 'Incivility', which is in line with the national picture.</p>  |
| <p>Examples of letters of satisfaction received and the issues to which they relate</p>  | <p>Surrey Police</p> | <p>Examples of such letters are published in the management meeting documents. Numerous themes are included such as thanks for locating missing family members, support to motorists involved in collisions, survivors of domestic abuse and harassment and thanks from victims of crime following the successful prosecution of the offender. Praise has also been heavily received for the policing of Armed Forces Day in June.</p>   |
| <p>How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results</p>  | <p>Surrey Police</p> | <p>Sickness levels continues to be low risk and Surrey Police have the lowest sickness rate when compared to our Most Similar Forces. The Force figure equates to an average of 8.5 days for officers and 8.0 days per staff member. The Force vacancy and sickness rates are monitored through the monthly Efficiency board.</p> <p>Due to the Force's proximity to London the force is susceptible to recruitment and retention issues due to the draw of higher salaries in both the Met Police Service and private sector organisations. Despite this the force has embarked on a vigorous recruitment campaign to reach establishment and proposals for a revised approach to recruitment and retention are being considered by Chief Officers. Staff survey results are referred to above.</p> |

| <b>Holding the Chief Constable to Account</b>                      |               |   |
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| Webcast management meetings holding the Chief Constable to account | PCC           | Management meetings are webcast whenever technology allows and can be viewed on the PCCs website.<br><a href="http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/">http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/</a>  |
| <b>Finance and Resources</b>                                       |               |   |
| Surrey Police budget and spend                                     | Surrey Police | This is a detailed area which is specifically covered through reports to the PCC from the Force, in the monthly management meeting process. Details on budget and spend can be viewed at:<br><a href="http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/">http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/</a>  |
| PCC budget and spend   | PCC           | This is a detailed area which is specifically covered through reports to the PCC from the Force, in the bi-monthly management meeting process and in specific reports provided to the PCP. The latest update can be viewed at:<br><a href="http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx? CId=250&amp;MId=3618&amp;Ver=4">http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx? CId=250&amp;MId=3618&amp;Ver=4</a> |
| <b>Crime and Disorder Reduction Funding</b>                        |               |   |
| Allocated funding  | PCC           | Grant funding is all published on the PCC's website and a summary report went to the Police and Crime Panel in June:<br><a href="http://mycouncil.surreycc.gov.uk/ ieListDocuments.aspx?CId=250&amp;MId=3619&amp;Ver=4">http://mycouncil.surreycc.gov.uk/ ieListDocuments.aspx?CId=250&amp;MId=3619&amp;Ver=4</a>   |



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