

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

Action	Agency	Progress
Take a Zero Tolerance Policing Approach		
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 continues to support Joint Enforcement Teams (JET) operating in the boroughs of Reigate and Banstead and Spelthorne. Following a very favourable evaluation report in Reigate and Banstead, the scheme is to be funded for a further five years. Spelthorne are due to adopt the project in December 2015 with Elmbridge launching a version also in December. Enquires have been made by Runnymede BC and Epsom and Ewell BC. On the 17 th December there is a Showcase and Workshop event to inform partners of the project so far and discuss how it can be developed across Surrey.
Make sure there is a focus on catching criminals and detecting crime	PCC	The PCC holds regular webcast management meetings and internal scrutiny meetings with Surrey Police at which detection rates are discussed and scrutinised. The last report published covering detection rates can be found here. http://www.surrey-pcc.gov.uk/wp-content/uploads/2015/09/02_Peoples-Priorities-final.pdf Detection rates for sexual offences and violent offences have been of concern and the PCC has carried out a specific scrutiny in these areas.
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/ Surrey Police	The Office of the PCC (OPCC) has set up the Serious and Organised Crime Partnership Steering Group which oversees police and partner activity to work together to tackle crime gangs using all of their collective legal powers. In addition, the PCC has asked for a paper to come to the next management meeting detailing money received from POCA (the Proceeds of Crime Act whereby police can seize money and assets from criminals and then receive a percentage back to policing) and what this money has been spent on.
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	The report providing an update on priorities (link above) includes actions taken to combat drug dealing. The September report included an update on partnership work to support drug users, a case of a chain of dealers of Class A drugs who had been arrested and sentenced on the discovery of drugs with a potential street value of £6m and a 45 month prison sentence for an Aldershot resident charged with multiple drug related offences. Surrey Police continues to work closely with schools and tackle any issues of concerns raised with regard to drugs. There was also a report on the closure of a ‘Cannibis Café’ in Guildford.

Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved	PCC	<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.</p> <p>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. To date 29 applications agreed and the projected awarded funding.</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	PCC / Surrey Police	<p>In the last three months DriveSmart has continued to support the County Council/Police Partnership specifically relating to Cyclists and accident prevention. This month sees the Annual 'SafeDriveStayAlive' event at Dorking Halls, where all the emergency services work together to reduce the number of young people killed or injured on Surrey's roads, using a very hard-hitting messages. This event receives substantial sponsorship from the OPCC, without which it would reach the record number of young people that need to attend.</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	Surrey Police	<p>Surrey Police'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>Surrey Police has a rigorous Performance Governance regime in support of the Police and Crime Plan, Surrey Police's strategic priorities and overall service delivery. This consists of The Legitimacy Board, Crime Performance Board, Efficiency Performance Board and Strategic Crime, Incident & Risk Group (SCIRG). All of which report into the monthly Strategic Risk & Learning Group (SRALG) where the OPCC are regular attendees. SRALG is the overarching accountable mechanism for reviewing and addressing risks, opportunities and vulnerabilities.</p>

How Surrey Police is working to reduce crimes of burglary, robbery and violence	Surrey Police	<p>The trend so far for the financial year to date for burglary is one of decline with only 1093 offences recorded across Surrey Police, compared to 1283 in the same period last year (a reduction of 14.8%). This area is a priority for Surrey Police and activity has been driven through the Crime Performance Board as well as locally on division.</p> <p>This financial year to date, robbery remains extremely low across the county with only 143 being recorded this year compared to 122 for the same period last year.</p> <p>The rolling year trend is one of increased volumes of violent crime (with and without injury) across all three divisions. 9997 offences have been recorded across Surrey Police compared to 6404 in the same period last year. The addition of two new criminal offences ('Disclose private sexual photographs and films with intent to cause distress' and 'Sending letters etc. with intent to cause distress or anxiety') has increased violent crime records and Surrey Police is reviewing its response to these reports, many of which are 'one-offs' using social media and similar, and the appropriate way to deal with them.</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	Surrey Police	<p>Domestic abuse-related offences have increased by 37.8% (892 crimes) compared with the same period last year. Surrey Police is working hard to increase public confidence, which encourages victims of domestic abuse to report the incident and receive help. Surrey Police ran a Domestic Abuse Awareness Week with the theme being Love Shouldn't Hurt. Surrey Police worked in partnership with Surrey Against Domestic Abuse to raise awareness of warning signs and signpost victims to where they can get advice and help.</p> <p>Surrey Police is encouraged that total hate crime has increased 57.4% when comparing the 12 months to September 2014 to the 12 months to September 2015, which is an increase of 310 crimes. This is thought to be as a result of an increase in confidence of victims to report these type of offences. National Hate Crime Awareness Week that was held in October was supported by Surrey Police to encourage victims of hate crime to report offences. The week aims to raise awareness of what hate crime is and through work with partners, increase the confidence of victims that their reports are taken seriously and, where appropriate, prosecute the individuals that commit such crimes.</p> <p>Following improvements in recording of sexual offences and a number of campaigns to increase reporting, Surrey Police has experienced a significant uplift in the volume of offences. There have been 722 crimes reported this year compared to 425 crimes for the same period last year (an increase of 69.9%). The increase in sexual offences is thought to be due to growing confidence amongst victims that police will treat their complaints seriously as well as a more victim-focused and ethical crime recording processes that means more sexual offences are being recorded appropriately, and are recorded sooner.</p>

<p>The improvements being made in solving burglary, robbery, violence and sexual offences</p>	<p>Surrey Police</p>	<p>When compared to the positive outcome rate of last year, burglary performance this year has decreased. A 7.1% positive outcome rate (78 positive outcomes) has been recorded across Surrey Police compared to 27.8% (357 positive outcomes) in the same period last year. This remains a force priority and work is being done to improve these figures across the county. Burglary was discussed at August's Crime Performance Board, including planning for the upcoming Operation Candlelight campaign in Q3 that will focus on improving positive outcomes.</p> <p>The positive outcome rate for robbery has slightly decreased this year compared to the same period last year. The positive outcome rate this year is 21.7% (31 positive outcomes) compared to 24.6% (30 positive outcomes). This shows that although the number of positive outcome has increased, the positive outcome rate has decreased and this position is as a result of the increase in crime reporting.</p> <p>For violence with injury, the total number of positive outcomes has risen by 180 (1037 this year compared to 857 last year), but the significant rise in recorded violent crime has outstripped this increase, resulting in a 32.9% positive outcome rate this year compared to 34.6% in the same period last year. For violence without injury, the same picture emerges – an increase of 350 positive outcomes (1754 this year compared to 1404 last year) but overshadowed by the larger increase in recorded crime. Violent crime positive outcomes continue to be an area of focus for Surrey Police and there are several strategies in place in order to improve the current position.</p> <p>Positive outcome rate for serious sexual offences remains an area of focus and concern for Surrey Police. A 12.5% positive outcome rate (90 positive outcomes) has been recorded across Surrey Police for this financial year to date. There has been a steady improvement in performance and whilst the number of positive outcomes has increased year on year, this shows that the reduction in positive outcome rate is as a result of increasing crime levels. Surrey has notably improved in this area, which is reflected in the national position with an increase of 4 places to 35th position for the 12 months to August 2015 compared to the 12 months to March 2015. Serious sexual offences was an area raised and discussed at September's Crime Performance Board.</p>
<p>The operations carried out and achievements made in targeting those who deal drugs to young people in schools and colleges of further education</p>	<p>Surrey Police</p>	<p>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. Surrey Police 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 someone. Surrey Police has commissioned an intelligence product for drugs in schools to help understand the issue and where there may be a perceived gap in the intelligence.</p> <p>This area 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>

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	Community Safety Partnerships have played a significant role in reducing ASB and Crime. They have worked together at the ASB Strategy Group to implement the new ASB legislation. This legislation makes it easier for partners to tackle ASB. More locally the CIAGs and JAGs regularly deal with tackling ASB and crime and supporting victims through joint activity. The CIAG is currently being reviewed to ensure the partnership is dealing with the right issues
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 is being 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. The Substance Misuse Partnership is due to launch the new strategy which will give a new direction to Community Safety Partners
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.
More Visible Street Policing		
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	The national police funding formula is currently under review. The OPCC has made detailed comments in response to the consultation and worked with other OPCCs to have some of the formula changed. A second round of consultation is currently underway. We hope this revision will provide a fairer result for residents of 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 2015 to May 2015, Surrey Police seized £376,000 of cash and assets from criminals in Surrey. Some of that (about 18%) they get back to fund policing activity. The Deputy PCC is meeting with Surrey Police to understand how that money is used to help improve visible policing.
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. There is South East regional delivery of counter terrorism and tackling serious organised crime and South East forces are collaborating on IT. Three forces including Surrey are currently jointly procuring a new Enterprise Resource Planning (ERP) system.
Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders	PCC	As well as developing cross-county relationships to align policies and procedures, Surrey Police is working with other emergency services in a Blue Light Collaboration. This project looks to identify where blue light partners can work more closely together to improve the contact and deployment functions of each service, delivering a better service to the public, whilst delivering better value for money.

<p>The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.</p>	<p>Surrey Police</p>	<p>The Specialist Crime and Operations commands continue to operate successfully across Surrey and Sussex, and have delivered increased operational resilience as well as savings, with both commands currently undertaking reviews of their operating models to identify further opportunities to work more effectively and/or deliver savings. Work continues in Specialist Crime to identify further opportunities for joint working within the region.</p> <p>Business cases have been developed to implement new structures across Surrey and Sussex for People Services (HR, Shared Business services and Learning and Development) and Finance, which should be presented to the PCC's for agreement in November/early December. The business cases build upon the work already undertaken which has put in place joint Senior Management Team structures in these functions.</p> <p>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 procurement and contact management/deployment are also being considered.</p>
<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 Surrey Police. These are reported on formally through the management meeting process, including associated savings and potential savings.</p> <p>Surrey Police has recently had the HMIC PEEL Inspection for Efficiency; consideration will be given to the key areas and recommendations contained within the report, which was published on 20th October 2015. Whilst Surrey Police received an overall grading of 'requires improvement', HMIC found that we were 'good' in terms of short and long term financial planning. The remaining two areas, in which we were judged to require improvement, are being addressed through the work in support of the Policing in Your Neighbourhood review.</p> <p>In addition, work has been undertaken to assess the impact of the latest financial projections including the review of the funding formula, and savings targets for a number of business areas have been reviewed, with the aim being to ensure that Surrey Police is able to focus as much resource as possible on delivering frontline policing services.</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 September the number of PCSOs was 142 (Full Time Equivalent), which is an increase after a recent intake last month. Surrey Police is still recruiting PCSOs and there is an intake of PCSOs arriving in November, and more lined up for January. During this financial year Surrey Police will be reviewing the PCSO powers as part of the Policing in Your Neighbourhood project.</p>

How Surrey Police is making best use of the Special Constabulary and other volunteer groups	Surrey Police	<p>There were 120 officers in the Special Constabulary at the end of September 2015, all of whom are operational working at least 16 hours per month. There were 105 volunteers in force at the end of September, all of whom work a minimum of 8 hours per month. Surrey Police 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. Some recommendations have been identified to increase numbers:</p> <ul style="list-style-type: none"> • Work with the Special Constabulary to redefine the existing model • Test the Cadet Model • Implement the two parallel work streams • Return on investment <p>Appoint a Volunteer Lead (a candidate has been successful)</p>
Put Victims at the Centre of the Criminal Justice System		
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 contract with Victim Support is now in its second quarter of year one. Monthly performance monitoring is in place and a significant focus has been placed on ensuring quality of contact for victims of crime, in particular those requiring an enhanced service. On 23rd October, the national oversight group met, comprising of contract founding members (Surrey, Sussex and Thames Valley), MOPAC, representatives from other OPCCs contracting Victim Support and Victim Support's Director of Operations. The group brings together learning and highlights shared concerns to Victim Support to drive continuous improvement and provides forum for understanding service challenges and business developments within Victim Support.</p>
Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour	PCC	<p>Support for victims by Surrey Police and partners, continues to be monitored through the Surrey Criminal Justice Partnership Board, attended by Deputy Commissioner and Chief Executive. On 12th October, the new Surrey and Sussex Victims and Witness Group met for the first time. This group has been established, attended by Assistant Police and Crime Commissioner (victims), with the purpose of acting as a high level strategic group, to drive performance forward and to update SCJP on progress and initiatives in relation to the key priority - Supporting Victims and Witnesses. Surrey Police support for victims is monitored through the Legitimacy Board, attended by the OPCC Policy Officer (Victims). OPCC Partnership Policy Officer sits on the ASB Steering Group, chaired by Supt. Chris Moon and she chairs the Task and Finish Group.</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 £1,029,214 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	The Police and Crime Commissioner chaired a scrutiny panel with Surrey Police on 3 September, focused on public protection, at which PCC examined performance and action against risks and areas identified for improvement following recent inspections and Surrey Police/OPCC's own work. A follow up scrutiny session will be held in December.
Work with partners to ensure that those with mental health issues receive appropriate care and protection	PCC	The OPCC continues to attend the Mental Health Steering Group and the Surrey & Borders NHS Partnership Trust Governance Board. Recently the Misper Policy was signed off at the Safeguarding Adults Board, delivery on this was now underway and would be presented in January. The number of s136 detainees in custody suites continues to be a challenge, although this is mostly a result of other agencies contacting the police for help and a large number of repeat detainees.
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	Performance for non-emergency calls has improved since the beginning of the financial year, increasing from 68.5% in April to 72.2% at the end of July. This is as a result of the increase in staff recruited and a new coaching method used in the contact centre.
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 available shows that Surrey is above average in 20 th position. For the financial year to date, overall crime victim satisfaction performance is at 81.2%, which is 4.5% points lower than year end. Overall satisfaction for September was 83.1% which is lower than the previous year end, but an improvement on the satisfaction for August (79.8%). Due a change in Home Office guidance for 2015/16, Surrey Police is now surveying all hate crime, rather than just racist incidents. In September 2015 satisfaction was 88.9% and FYtD the majority of victims interviewed were satisfied with the overall service (83.9%).
How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken	Surrey Police	Overall satisfaction this FYtD for anti-social behaviour is 79.7% which is 2% points above last year. Initial contact, time taken and treatment have all achieved statistically significant improvements in satisfaction compared to last year, and all incident types have seen an increase. Surrey Police had its first countywide partnership ASB Awareness week from 28 th September – 2 nd October. The week was produced in order to ensure victims' needs are always put first and also to raise public awareness of what ASB is (and isn't), who deals with it and what can be done about it. The week consisted of Facebook panels and drop in sessions for all boroughs for the public to get immediate responses to their questions. Quizzes, twitter updates and radio ads were also used.
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		
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 held Crime Summits in four of the boroughs / districts in Surrey, and will continue to travel around the county between now and the end of February 2016 to allow local residents to have their say on community safety issues.
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	Recent LPBs have been held in Guildford, Waverley, Runnymede, Spelthorne and Reigate and Banstead. Issues raised included speeding, parking, anti-social behaviour, student noise and lack of resourcing. There have also been online Facebook panels for all boroughs as part of ASB week. In addition to the LPBs, Surrey Police supported the PCC's summit in Spelthorne on 22 nd September and will be supporting further summits in Epsom and Ewell on 12 th October and Reigate and Banstead on 22 nd October. As part of PCC's Management meeting actions, ACC for Local Policing is currently drawing up a protocol which will be shared with the OPCC in relation to police attendance at community meetings and how Surrey Police could address attendance in a different way.
Publicise the dates and venues for the Summits and Local Policing Board meetings	PCC	Crime Summits continue to be publicised on the PCC's website, Twitter and Facebook pages, via the monthly update videos on YouTube, and through council / Surrey Police communications. Local Policing Boards / Facebook panels are publicised via social media and on the Surrey Police website: www.surrey.police.uk
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 via Crime Summits. The PCC has also recently taken part in his second webcast interview via Blab, which is now available on YouTube, where he answers questions pitched by members of the public.

<p>Work with the media to ensure I am visible and available to the public and can make their interests heard</p>	<p>PCC</p>	<p>The PCC has been very much in demand from National and local media in particular in relation to his opinions on the increasing demands made on Surrey Police Force in a time of budget cuts.</p> <p>He was the first to highlight the effect of dealing with the influx of migrants from Calais who have fled primarily the Middle East and Africa where wars and chaos threaten the lives of themselves and their families. The PCC explained that whereas the immigrants landed on the Kent coast, many were stowed in trucks which first stopped at service stations on the Surrey stretch of the M25 where they disembarked and disappeared into the countryside. He highlighted the cost of policing the M25 for which Surrey Police receives no special funding. The PCC has featured on BBC national TV and radio, itv National news, Sky, BBC Surrey News, Swedish TV, ITV Kent, BBC local radio, The Telegraph, The Times, the Daily Mail, the Surrey Advertiser, Eagle Radio. The PCC also continues to broadcast his regular meetings with the Chief Constable live online.</p>
<p>Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement</p>	<p>PCC</p>	<p>In addition to Crime Summits, the PCC, his Deputy and Assistant PCC continue to attend community meetings on a regular basis. The Office of the PCC also responds to emails and letters from residents, and residents are now able to write to the PCC directly using the updated PCC website.</p>
<p>Use social media and other emerging communications channels to engage with young people and those who do not wish to engage via other means</p>	<p>PCC</p>	<p>The Office of the PCC remains active on Facebook and Twitter, and the PCC continues to film monthly update videos which are posted on YouTube. We continue to use Periscope to broadcast Crime Summits live, to great success, and we have recently started using Blab for #SurreyPCCLive, where members of the public can pitch their questions directly to the PCC.</p>
<p>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</p>	<p>PCC</p>	<p>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.</p>
<p>Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues</p>	<p>PCC</p>	<p>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. A recent example includes a workshop planned with panel members on the implementation of a new operating model for Surrey Police.</p>
<p>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</p>	<p>Surrey Police/ Community Safety Partners</p>	<p>We work together with the police, councils and other local partners in the delivery of the 11 annual Crime Summits across the county, which are currently in the process of being held on each borough. Residents are able to discuss their views directly with the agencies that will be able to assist them. As well as LPBs, to increase reach, Surrey Police continue to make use of social media to engage with a broader range of residents.</p>

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/ 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.
Protect your local policing		
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: http://www.surrey-pcc.gov.uk/2013/10/surrey-police-and-crime-commissioner-concludes-estates-review/
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	The PCC has recently agreed to a package of measures to improve retention and recruitment issues for Surrey officers and staff, for whom cost of living often proves a barrier to continued employment within the service. The PCC is meeting with the Policing Minister in November to discuss Surrey-specific pay issues, such as the possibility of a great south east allowance.
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, the most recent one being received in September 2015. The PCC also attends regional oversight meetings, the most recent having been attended by a senior representative from the National Crime Agency.
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.

<p>Ensure that the media has a balanced picture of policing activity in Surrey: we will be transparent</p>	<p>PCC</p>	<p>The PCC has been very much in demand from National and local media in particular in relation to his opinions on the increasing demands made on Surrey Police Force in a time of budget cuts.</p> <p>He was the first to highlight the effect of dealing with the influx of migrants from Calais who have fled primarily the Middle East and Africa where wars and chaos threaten the lives of themselves and their families. The PCC explained that whereas the immigrants landed on the Kent coast, many were stowed in trucks which first stopped at service stations on the Surrey stretch of the M25 where they disembarked and disappeared into the countryside. He highlighted the cost of policing the M25 for which Surrey Police receives no special funding. The PCC has featured on BBC national TV and radio, ITV National news, Sky, BBC Surrey News, Swedish TV, ITV Kent, BBC local radio, The Telegraph, The Times, the Daily Mail, the Surrey Advertiser, Eagle Radio. The PCC also continues to broadcast his regular meetings with the Chief Constable live online.</p>
<p>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</p>	<p>PCC</p>	<p>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. He has responded to the recent Government consultation on police funding and engaged local MPs in respect of Surrey's response.</p>
<p>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</p>	<p>PCC</p>	<p>The PCC continues to speak out on the good work that Surrey Officers and staff carry out. He has also recently signed off a new recruitment and retention plan for police officers.</p>
<p>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</p>	<p>PCC</p>	<p>This has been completed.</p>
<p>Oppose plans for direct entry into the police service at Superintendent rank.</p>	<p>PCC</p>	<p>The PCC has nationally opposed direct entry and taken every opportunity to raise this as an issue with government and press.</p>
<p>What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay</p>	<p>Surrey Police</p>	<p>The Chief Constable has recently proposed a series of measures on pay and conditions for officers which has been approved by the PCC.</p>

What the latest staff survey results are saying and how staff are viewing leadership	Surrey Police	The latest Staff Survey ran from 20 th April to 11 th 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 has agreed to develop a joint survey.
Ensuring previous skills and training are utilised when officers transfer from other forces	Surrey Police	Surrey Police 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.
I will be Uncompromising in the Standards you Expect from Your Police		
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 PCC is currently holding a series of Crime Summits (referred to above) to understand the views of the public. The Assistant PCC for Victims has recently carried out focus groups with victims of rape and fed the results into Surrey Police who are taking these on board to help inform improvement plans.
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. The Annual ICV Thank You event is planned for November 2015 – an event which is run to thank all the volunteers for the time that they give to ensuring the welfare of detainees in Surrey Police custody.
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 Prevent strategy. Surrey Police's EDHR strategy and delivery plan was recently signed off which set aspirational targets around diversity and representation within Surrey Police.
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. Furthermore, the OPCC recently commissioned an external review of Surrey Police's whistleblowing arrangements, which has been fed back to Surrey Police and is being delegated to the DCC for action. Additionally, the OPCC has recently recruited a number of legally qualified chairs for police gross-misconduct hearings.
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 PCC 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: http://www.surrey-pcc.gov.uk/2015/09/agenda-published-for-pccs-webcast-management-meeting-17th-september-2015/ . Positive outcomes for burglary and violence offences are both currently showing reductions. For violence, this is partly due to increased reporting of offences. For burglary the high increase in the positive outcome rate in 2014/15 hasn't been sustainable with reductions in burglary continuing. Sexual offences are showing an increase in the positive outcome rates.
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	Surrey Police	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 Surrey Police are responding to and treating victims and public in a legitimate and fair way.
How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales	Surrey Police	In comparing Q2 from this year and last year Surrey Police recorded slightly more complaint cases (150 in 2014/15 and 152 in 2015/16) but significantly less allegations. In Q2 2014/15, 441 total allegations were recorded compared with only 289 for the same period this year; a significant decrease of 34.4%. This reflects that Surrey Police is trying to resolve issues in a more timely way, which reduces the chance to subsequent allegations being added due to slow investigation timescales. 'Other Neglect' and 'Incivility' are once again the highest allegation categories but there is a significant decrease. In Q2 2014/15 Surrey Police recorded 162 and 59 allegations respectively for 'Other Neglect' and 'Incivility' which has decreased to only 96 and 40 in Q2 2015/16, decreases of 40.7% and 32.2% respectively.
Examples of letters of satisfaction received and the issues to which they relate	Surrey Police	Between 24 th June and 30 th September 2015, 56 letters of appreciation were received by the office of the Chief Constable, including thanks for the police response to a great variety of incidents. This included 8 letters from drivers involved in collisions and 6 letters from people who were helped by the police having broken down. Letters were also received from victims of crime including 4 victims of burglary who thanked Surrey Police for the response and care they received. The family of a domestic murder victim thanked the investigation team for the manner in which they were supported and two victims of non-recent sexual abuse. During an incident that has also now been subject to a Chief Constable's Commendation, two officers cut down and revived a lady found hanging from her staircase. Her best friend took time to expressed deep gratitude for this.
How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results	Surrey Police	Sickness continues to be low risk with the sickness rate this FYtD for officers and staff being 1.4% and 1.5% respectively. Officer sickness is now at 3.7 days per person and staff sickness at 3.8 days.

Holding the Chief Constable to Account		
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. http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/
Finance and Resources		
Surrey Police budget and spend	Surrey Police	This is a detailed area which is specifically covered through reports to the PCC from Surrey Police, in the monthly management meeting process. Details on budget and spend can be viewed at: http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/
PCC budget and spend	PCC	This is a detailed area which is specifically covered through reports to the PCC from Surrey Police, in the bi-monthly management meeting process and in specific reports provided to the PCP. The latest update can be viewed at: http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=250&MId=3618&Ver=4
Crime and Disorder Reduction Funding		
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: http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=250&MId=3619&Ver=4 Twenty five applications for funding for community safety projects have been allocated in 2015/16.

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