

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

Action	Agency	Progress
<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 continues to support Joint Enforcement Teams (JET) operating in the boroughs of Reigate and Banstead, Spelthorne and Elmbridge. Following a very favourable evaluation report the two pilots in Reigate and Banstead and Spelthorne are now business as usual and funded for five years. Elmbridge launching a version on the 4 <sup>th</sup> December. Enquires have been made by several other local authorities. On the 17 <sup>th</sup> December there was a very successful showcase and workshop event to inform partners of the project so far and discuss how it can be developed across Surrey. All local authorities except Runnymede and Waverley were present. Next steps are to work with those local authorities who are interested to develop more JETs.
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. <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2015/11/02_November-2015-Peoples-Priorities-paper15.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2015/11/02_November-2015-Peoples-Priorities-paper15.pdf</a> 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. The link shows current progress on taking away profits of crime and on what these funds are being spent. To date this year over £600,000 of criminal assets have been seized by Surrey Police. Police receive a proportion (about 18%) of this back to spend.
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 November report included examples of seven people being arrested following drugs raids in East Surrey, search warrants and arrest for Class A drugs in the Woking, Guildford, Camberley and Haslemere area and an arrest for intent to supply and cultivate cannabis in West Byfleet.

<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 2015/16 the PCC maintained the Community Safety Fund and will have 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 (ASB). To date 76 applications have been agreed and the projected awarded funding. Funding has also been awarded to each Community Safety Partnership to reduce ASB and to the JET project.</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 / Surrey Police</p>	<p>Surrey PCCs office and the Deputy PCC continue to work with County Council, local councils and the police on the DriveSmart project. This has included work to reduce accidents involving cyclists and the recently held Annual Safe Drive Stay Alive event.</p>
<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>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. 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 &amp; Risk Group (SCIRG). All of which report into the monthly Strategic Risk &amp; Learning Group (SRALG) where the OPCC are regular attendees. 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 trend so far for the financial year to date for burglary has tended to be one of decline with 1790 offences recorded across the Force, compared to 1925 in the same period last year (a reduction of 7%). Burglary is a priority for the Force and activity has been driven through the Crime Performance Board as well as locally on division. The force continues to benefit from significant operational focus on burglary last year. Offenders responsible for multiple offences were proactively targeted and subsequently received custodial sentences, they remain in prison and unable to commit offences. Fresh intelligence on active burglars continues to be acted on. This financial year to date, robbery remains low across the county with only 202 being recorded this year compared to 173 for the same period last year. The rolling year trend is one of increased volumes of violent crime (with and without injury) across all three divisions. 15291 offences have been recorded across Surrey Police compared to 9655 in the same period last year. The increased number of reports is attributable to the Force focus on Home Office Counting Rules (HOCRs) compliance and secondary reporting review. It is worthy of note that Violence With Injury is a crime recording threshold that is not in parallel with Crown Prosecution Service charging standards and a Violence With Injury offence is classified when the assault leaves some form of injury, as minor as a bruise or scratch. Violence Without Injury includes a very wide range of offences including some communications offences and minor harassments etc.</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>Surrey Police has seen increases in reporting of Domestic Abuse (DA) cases of around 34% compared to this time last year. A lot of work has been completed by the force in relation to raising awareness with campaigns including “Love shouldn’t hurt” which was conducted in conjunction with Surrey Against Domestic Abuse and the force is planning further campaigns with the next one being scheduled in May 2016.</p> <p>The force is also investing in training of staff including training on new legislation, refresher training on Domestic Violence Protection Notices (DVPN) and refresher training around Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH) including staff awareness of DA. Investment has also been made in the training of officers who are the first responders to incidents to increase the quality of the evidence captured in the early stages of the investigation. This has included the roll out of a guidance tool kit to all staff and DA guidance to ensure individuals have all the information to equip them to effectively deal with DA. A new training program has been developed for 2016.</p> <p>The force is currently developing a plan to deal with perpetrators of DA in conjunction with Surrey County Council, the College of Policing and Outreach. Surrey has also developed various governance boards to oversee domestic abuse including the Domestic Abuse Steering Group and a multi-agency steering group which includes representation from the Crown Prosecution Service (CPS) and Outreach.</p> <p>Child Sexual Abuse remains a national threat in the Strategic Policing Requirement and CSE remains a Priority for the Force. Work is continuing, to ensure that we are supporting victims, identifying hotspots and pursuing perpetrators. We have continued to improve on the knowledge and resources available in order to help staff do the best for the public of Surrey.</p>
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<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 9.2% positive outcome rate (165 positive outcomes) has been recorded across Surrey Police compared to 22% (424 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. Positive outcome performance is less than last year but needs to be seen in the context of large reductions in offences committed. An analysis at the start of the financial year to what contributed to the earlier improvement identified that the 3 most significant factors identified were Tertiary investigations, Taken into Considerations and Performance focus.</p> <p>The positive outcome rate for robbery this year is the same compared to the same period last year. The positive outcome rate this year is 20.8% (42 positive outcomes) compared to 20.8% (36 positive outcomes). This shows that although the number of positive outcome has increased, the positive outcome rate has remained the same 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 318 (1566 this year compared to 1248 last year), but the significant rise in recorded violent crime has outstripped this increase, resulting in a 33.5% positive outcome rate this year compared to 33.2% in the same period last year. For violence without injury, the same picture emerges, an increase of 642 positive outcomes (2699 this year compared to 2057 last year) but overshadowed by the larger increase in recorded crime. Violent crime positive outcomes continue to be an area of focus for the Force 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 the Force. A 15% positive outcome rate (155 positive outcomes) has been recorded across the Force 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 (15% compared to 15.8%) is as a result of increasing crime levels. The latest national position for serious sexual offences positive outcomes is 37<sup>th</sup> out of 43 forces for the 12 months to October 2015; this is an improvement of 5 places compared to October 2014.</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 Anti-Social Behaviour (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. The ASB Strategy Group is now turning its attention to better supporting victims by understanding their needs and developing services which deliver.
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 Community Incident Action Group (CIAG) and Joint Area Group (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.
<b>More Visible Street Policing</b>		
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	After some difficulties with the new policing funding formula consulted on by the Home Office, this project has now been put back pending review. The Surrey PCC and other PCCs campaigned strongly for an overall good police settlement for 2016/17. The Government announcement in December for police funding provided more funding that was expected for policing nationally.
Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing	PCC	From April to December 2015, £660,000 of criminal assets have been seized by Surrey Police. Police receive a proportion (about 18%) of this back to spend. on including proposals to purchase 3 cars for use by local police teams which will be branded as being paid for by seized criminal assets – see link to full report: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2015/11/06_POCA-Update-6-November-2015.doc.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2015/11/06_POCA-Update-6-November-2015.doc.pdf</a>
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.

<p>Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders</p>	<p>PCC</p>	<p>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>
<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. 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>In October 2015 the Surrey Police Her Majesty's Inspectorate of Constabulary (HMIC) Police Efficiency, Effectiveness and Legitimacy (PEEL) Inspection for Efficiency report was published and consideration is being given to the key areas and recommendations contained within the report. 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>Currently Surrey Police has 132 PCSOs. Surrey Police is still recruiting Police Community Support Officers (PCSOs) and there was an intake of PCSOs 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 90 officers in the Special Constabulary at the end of December 2015, all of whom are operational working at least 16 hours per month. There were 105 volunteers in force at the end of December, 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"> <li>• Work with the Special Constabulary to redefine the existing model</li> <li>• Test the Cadet Model</li> <li>• Implement the two parallel work streams</li> <li>• Return on investment</li> </ul> <p>A Volunteer Lead has been recruited and started in December 2015.</p>
<b>Put Victims at the Centre of the Criminal Justice System</b>		
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>Capturing feedback from vulnerable victims and using this to improve service delivery is a priority and on 11<sup>th</sup> January 2016, Assistant Police and Crime Commissioner Jane Anderson presented a series of reports providing qualitative feedback from victims of domestic and sexual assault to the Victims and Witnesses Group. The consultation was conducted by the APCC and sought to explore the survivors' journeys across support services and the Criminal Justice system. The research identified areas where they received strong support, where they did not and whether there were any areas that could be improved. This group is attended by representatives from Surrey Police, the Court Service and CPS and it has been agreed that a mechanism will be put in place to capture which agency feedback is passed to and when, what they are going to do with it and then a follow up/feedback section i.e. the 'what difference did it make'. This will enable the Victims and Witnesses Group and OPCC to track activity against the report findings for each agency.</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. The Surrey and Sussex Victims and Witness Group (as detailed above) will drive performance forward and 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>All community safety funding has been reviewed and those that better met the outcomes of the victims fund have been allocated. All applications are considered against the criteria and whether they meet value for money.</p>

<p>Ensure that we look after those people most vulnerable in our society</p>	<p>PCC L</p>	<p>Surrey Police performance in protecting from harm those who are vulnerable and supporting victims has been of great concern to the PCC. Following the scrutiny panel, chaired by the PCC on 3 September focused on public protection, the OPCC has worked with the force in ensuring that a suitable action plan is in place to address the PCC's concerns and the later published HMIC recommendations for child protection and vulnerability. A detailed action plan for public protection is now in place and a further scrutiny panel was held on 02 December to review this final action plan and to begin to monitor progress against the actions set out in the plan, including HMIC recommendations. The full PCC response to the HMIC reports for Surrey on vulnerability and child protection have been published on the OPCC website, along with the PCC's response to the national HMIC report on domestic abuse and "so called" honour based violence: <a href="http://www.surrey-pcc.gov.uk/category/hmic-responses/">http://www.surrey-pcc.gov.uk/category/hmic-responses/</a></p>
<p>Work with partners to ensure that those with mental health issues receive appropriate care and protection</p>	<p>PCC</p>	<p>The OPCC continues to attend the Mental Health Steering Group and the Surrey &amp; Borders NHS Partnership Trust Governance Board. 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, and there are concerns that there is little contingency planning within the NHS establishment. The Commissioner has written to all Acute Trust Chief Executive's to raise these issues.</p>
<p>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.</p>	<p>PCC</p>	<p>Performance for non-emergency calls has improved since the beginning of the financial year, increasing from 68.5% in April to 73.4% at the end of September. This is as a result of the increase in staff recruited and a new coaching method used in the contact centre.</p>
<p>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</p>	<p>Surrey Police</p>	<p>For the financial year to date, overall crime victim satisfaction performance is at 80.8%, which is 4.9% points lower than year end. Overall Satisfaction for November (September incidents) was 80.4%. This is an increase on the previous month. Monthly results for November's overall satisfaction (September incidents) have seen notable increases for three out of five indicators this month; ease of contact: 92.7% (+4.4% points), actions taken: 75.7% (+3.6% points), and treatment: 92.9% (+3.5% points). Time taken to attend is the only indicator to see a decrease this month. Following internal training and communications regarding recent changes to the Victims' Code, satisfaction with kept informed has improved this month to 72% which is the highest level recorded since April 2015. Due a change in Home Office guidance for 2015/16, the force is now surveying all hate crime rather than just racist incidents. In November 2015 satisfaction was 81.3% and financial year to date the majority of victims interviewed have been satisfied with the overall service (84.2%)</p>

How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken	Surrey Police	Overall satisfaction for anti-social behaviour was 78.3% in November 2015. The financial year to date result is now +0.6% points higher than the previous year end. Surrey's first Anti-Social Awareness Week ran from Monday 28 September as a partnership campaign that aimed to address and increase public awareness of Police and partner agencies' different responsibilities, options and powers for dealing with anti-social behaviour (ASB); how victims can help themselves (including mediation services and victim support); what is and is not enforceable ASB; and the new ASB legislation (with particular emphasis on the Community Trigger). Twitter and Facebook were used as the main mediums for sharing messages as well as Radio advertisement and an interactive online quiz. Surrey Police will also be working with the OPCC to host focus groups for victims of ASB in order to obtain feedback around how to improve the service provided to victims of ASB.
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	A total of £1,196,281.41 has been awarded from the OPCC Victims Fund, from a budget of £1,276,567 for commissioning victim support services 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 by the OPCC Victims Policy Officer to ensure they deliver against intended outcomes, with reporting submitted to the MOJ. The OPCC continues to work with other commissioners, such as SCC and NHS, to develop a joint commissioning approach.
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 OPCC has been working with Victim Support Young Witness Service and Citizens Advice Witness Service to ensure the smooth transition of support services for young witnesses of crime, which from 1st April 2016 will be provided as part of the nationally funded CA Witness Service enhanced provision for vulnerable and intimidated witnesses. The PCC continues to fund support for vulnerable people, including those affected by domestic abuse, (including a specialist service for deaf victim) and sexual violence and has introduced increased support for those at risk of sexual exploitation.
<b>Give You the Opportunity to have a Greater Say in how Your Streets are Policed</b>		
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.

<p>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</p>	<p>PCC</p>	<p>The PCC has now held Crime Summits in seven of the boroughs / districts in Surrey, and will attend the final four in Waverley, Runnymede, Surrey Heath and Mole Valley between now and the end of February 2016 to allow local residents to have their say on community safety issues.</p>
<p>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</p>	<p>PCC</p>	<p>Recent Local Policing Boards (LPBs) have been held in Epsom &amp; Ewell, Mole Valley and Runnymede, including some Facebook panels. Issues raised included youth behaviour, parking, Closed-Circuit Television (CCTV), anti-social behaviour and local crime. In addition to the LPBs, Surrey Police supported the PCC's summit in Tandridge 3<sup>rd</sup> November and has supported further summits in Woking on 12<sup>th</sup> November and Guildford on 12<sup>th</sup> December 2015. The Assistant Chief Constable (ACC) for Local Policing, supported by 'Policing in Your Neighbourhood' (PiYN) will work with the OPCC on agreeing a protocol for future arrangements in relation to police attendance at community and / or public meetings.</p>
<p>Publicise the dates and venues for the Summits and Local Policing Board meetings</p>	<p>PCC</p>	<p>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: <a href="http://www.surrey.police.uk">www.surrey.police.uk</a></p>
<p>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</p>	<p>PCC</p>	<p>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. The DPCC has also recently done an interview via Blab to allow residents to ask specifically about the South East Cybercrime Survey and wider CyberSafe Network project.</p>
<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 Police Funding Formula, the effects in Surrey of our weak border controls and his explanation,(namely poor leadership) for the negative HMIC reports regarding Surrey Police's failure to adequately protect vulnerable citizens from domestic abuse and child sexual exploitation. He continues to lobby for a national or at least regional police force, making himself redundant and for collaboration between blue light services to save time and money. He highlighted the lack of trained firearms officers and the simultaneous poor provision of automatic weapons of the kind that would be needed in a Paris-style multi location terrorist attack. The PCC has featured on BBC national TV and radio, itv National news, Sky, Channel 4, BBC Surrey News, BBC SOUTH (news and politics,)ITV Kent, BBC local radio, The Telegraph, The Times, the Daily Mail, the Surrey Advertiser, Eagle Radio. Since the departure of CC Lynne Owens, the PCC aims to continue to live broadcast his management meetings with the temporary CC, Nick Ephgrave.</p>

Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement	PCC	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 (OPCC) also responds to emails and letters from residents, and residents are making use of the online facility to allow them to write directly to the OPCC via our website.
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 continues to be active on Facebook and Twitter, and the PCC's monthly update videos are now being uploaded to YouTube and Facebook to increase reach. An extra 2000 people have been able to watch our Crime Summits via Periscope, and we continue to use Blab for #SurreyPCCLive, where members of the public can pitch their questions directly to the PCC / DPCC.
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, numbers of firearms officers and the upgrading of automatic weapons to meet the demands of Paris style attacks. He has been outspoken about the vulnerability of our borders and the knock-on effects of illegal migrants and possibly terrorists jumping out of lorries around the M25 in Surrey.
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. Most recently the OPCC has arranged for members of the panel to visit the Force's contact centre to improve members' understanding of this area of business.
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/ 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, 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.
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.
<b>Protect your local policing</b>		
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>

<p>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</p>	<p>PCC</p>	<p>In December 2015, the PCC submitted evidence to the Senior Salary Review Board and Police Remuneration Review Boards latest consultations. This focused on the need for a Surrey-specific allowance to improve recruitment and retention issues and for a re-grading of the Chief Constable salary level which is based on out-of-date budgetary and establishment figures.</p>
<p>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</p>	<p>PCC</p>	<p>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</p>
<p>Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily</p>	<p>PCC</p>	<p>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>
<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 continues to be very much in demand from National and local media in particular in relation to his opinions on the increasing pressures on Surrey Police Force following negative HMIC reports on Child Sexual Exploitation (CSE) and Domestic Abuse (DA) .He highlighted poor leadership at the top of the force. He has also continued to draw attention to the effect of dealing with the influx of illegal migrants from Calais, and the possibility that border controls are unable to identify Jihadists returning from terrorist training among legitimate refugees. He has highlighted that nationally and locally firearms officers are too few, and not well enough equipped with automatic weapons which would be needed to combat a multi location Paris-style IS attack. With the departure of CC Lynne Owens, the PCC will continue to live broadcast his management meetings with her temporary replacement, Deputy CC Nick Ephgrave.</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>The PCC continues to lobby the Home Office on the Police Funding formula and had some success in provoking a U turn on some Police spending cuts. He continues to argue that recruitment in Surrey is difficult because the cost of living is so high, and unlike the Metropolitan Police, we cannot offer a weighting in salary.</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	PCC	The PCC continues to speak out on the good work that Surrey Officers and staff carry out. He has an increasingly positive working relationship with the Senior Officer Team.
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 Chief Constable has recently proposed a series of measures on pay and conditions for officers which has been approved by the PCC.
What the latest staff survey results are saying and how staff are viewing leadership	Surrey Police	The Staff Survey ran from 20 <sup>th</sup> April to 11 <sup>th</sup> May 2015 and 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.
<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 PCC continues to hold his annual crime summit and the office has recently undertaken a Cyber Crime audit survey and consultation on council tax levels. The PCC continues to provide feedback to the Chief Constable on the views of residents at Management Meetings and informal meetings.

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	The Annual Independent Custody Visitor (ICV) Thank You Event was held in November 2015 and feedback from those who attended was excellent. The ICV Steering Group and Panel Meetings are well attended and continue to ensure good governance of the Scheme with necessary feedback given to ICVs and Surrey Police. We ended the year with 42 ICVs against an optimum number of 46.
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 changed the way it operates, establishing a strategic oversight group, which the OPCC attends. The OPCC is working with the IAG and the Professional Standards Department (PSD) to ensure proper scrutiny is given to complaints about officer discrimination.
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. The whistleblowing review went to Surrey Police's Extended-COG and the DCC set up an Action Plan to deliver on its actions around language and accessibility. The OPCC has recently recruited 13 legally qualified chairs for police gross-misconduct hearings and is working with colleagues from neighbouring Forces to ensure changes to legislation regarding complaints and the management of Professional Standards are taken forward.
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: <a href="http://www.surrey-pcc.gov.uk/2015/11/agenda-and-papers-for-november-management-meeting-18th-november/">http://www.surrey-pcc.gov.uk/2015/11/agenda-and-papers-for-november-management-meeting-18th-november/</a> Generally the numbers of crimes detected are increasing. But due to increases in reporting, particularly for violent and sexual offences, the detection rate is stable or falling for many crime types. Increases in reports in these crimes are partly due to increased confidence of victims to report which is welcomed.
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 the second quarter 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 quarter two of 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 1 <sup>st</sup> October and 30 <sup>th</sup> November 2015 the Chief Constable received 35 letters of thanks from members of the public, including thanks for the police response to a great variety of incidents. Burglary was an offence that featured five times, with three letters from the victims of dwelling burglaries complementing the manner in which they were dealt with by the attending police officers and crime scene investigators. Four letters were received relating to motoring, two of these were thanks for officers assisting in moving broken down vehicles in a dangerous position and one praised the action of an officer assisting with an RTC when off duty. A member of the public also thanked officers who assisted in directing her around a road closure in an area unfamiliar to her. Chief Constable Lynne Owens also received two letters complimenting her on the constructive and honest account that she gave to the Home Affairs Select committee.
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 financial year to date for officers and staff being 2.9% and 2.8% respectively. Officer sickness is now at 7.5 days per person and staff sickness at 7.3 days.
<b>Holding the Chief Constable to Account</b>		
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. <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 Surrey Police, in the monthly management meeting process. Details on budget and spend can be viewed at: <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 Surrey Police, in the bi-monthly management meeting process and in specific reports provided to the Police and Crime Panel (PCP). The latest update can be viewed at: <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: <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> 76 applications for funding for community safety projects have been allocated in 2015/16.