

Office of the Police and Crime
Commissioner for Surrey

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Police and Crime Commissioner for Surrey
ANNUAL REPORT 2019-20

Introduction

Message from David Munro, Police and Crime Commissioner for Surrey

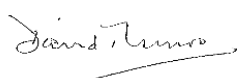
I'm pleased to say, that after a decade of austerity, we are moving in the right direction. We have made much progress in Surrey Police and in protecting our communities over the last year, but as always there is more to be done. I know from your comments what residents most want to see are more police officers and front-line staff and I am pleased to say we are now moving in the right direction. Support for an increase in the police element of council tax as well as Government funding has meant an increase in front-line resources and more are being recruited this year. Recruitment will be challenging at this current time but I am impressed by the ability of the police service to adapt and respond with on-line vetting and training. I am also pleased to see that a career in policing is being seen positively with many people applying to Surrey Police.

Surrey residents are very supportive of their local police with 88% of people surveyed saying they have confidence in their local neighbourhood police. I want to build on that and deliver those priorities that you have asked to be addressed. I have also had a supportive relationship with the Police and Crime Panel and wish to thank them for their assistance over the last year.

Due to the Covid-19 pandemic, my current term of office has been extended for the year and I have reviewed the priorities in my Police and Crime Plan. Over the next year I have asked the Chief Constable to particularly focus on three areas that your feedback has told me is important to you. These are: continued recruitment in order to increase police and frontline staffing to ensure more presence in communities; better crime prevention through providing dedicated neighbourhood officers and preventing fraud and cyber-crime; and solving more crimes.

Towards the end of this reporting year, policing, like many other public sector organisations, had the challenge of the Covid-19 lockdown. Surrey Police quickly organised their response plans and did a great job in getting the balance right between education and enforcement. I also released £500,000 of grant funding for those organisations working with victims affected by the lockdown - including those suffering domestic violence.

I want to thank all of Surrey Police – the officers, staff and volunteers – for their hard work during the year. I also want to thank Surrey residents for getting in touch, doing their part to keep our county safe and in recent times staying at home during the lockdown. I look forward to working with you all again over the next year in providing a policing service the people of Surrey can continue to be proud of.



David Munro

Police and Crime Commissioner for Surrey

PCC's year at a glance

This year has seen a number of important announcements from the PCC's office including the appointment of a new Chief Constable, the launch of a new Victim and Witness Care Unit and funding to support vulnerable Surrey residents during the Covid-19 pandemic. Here is a month-by-month guide to some of the key events the PCC and his office have been involved in over the last year:

<p>April 2019</p> <ul style="list-style-type: none"> • Surrey Police launch a new in-house Victim and Witness Care Unit, funded by the PCC • Gavin Stephens is appointed by the PCC as the new Chief Constable for Surrey Police 	<p>October 2019</p> <ul style="list-style-type: none"> • The PCC says Surrey's initial share of the extra 20,000 officers announced by government will be 'wisely used' but feels the county has been short-changed by the funding process • The PCC backs calls for a national response to tackling cyber dependent crime and on-line fraud
<p>May 2019</p> <ul style="list-style-type: none"> • The OPCC wins a 'Gold' national quality assurance award for its Independent Custody Visiting Scheme • A week of action is held to tackle 'County Lines' and the PCC joins officers and the dog team at Woking 	<p>November 2019</p> <ul style="list-style-type: none"> • The PCC and Surrey Police join forces to declare their support for Climate Emergency in Surrey • The PCC calls on the Home Office for urgent action on the recreational use of Nitrous Oxide
<p>June 2019</p> <ul style="list-style-type: none"> • The PCC publically praises Surrey and Sussex Police for the successful policing of several high profile events including the Epsom Derby and a Hell's Angels gathering • Funding is awarded by the PCC to the York Road project to support homeless people who have suffered childhood trauma 	<p>December 2019</p> <ul style="list-style-type: none"> • The PCC and Community Foundation for Surrey meet to discuss the multiple challenges in the county • The PCC provides funding to Transform Housing for further beds in a new property providing accommodation for ex-offenders in Surrey
<p>July 2019</p> <ul style="list-style-type: none"> • The PCC welcomes a Government review which promises to prioritise the wellbeing and mental health of police officers and staff • The Community Safety fund for the OPCC awards £33,000 of funding, to target fraud and protect vulnerable people 	<p>January 2020</p> <ul style="list-style-type: none"> • The PCC calls for an urgent review of the police funding formula to receive a fairer settlement for Surrey • The PCC receives over 3000 responses to his council tax consultation and holds engagement events with residents across Surrey
<p>August 2019</p> <ul style="list-style-type: none"> • Surrey's first pride event is held with attendance from the PCC and Surrey Police • The PCC questions the Chief Constable on Neighbourhood Policing, rural crime and collaboration with other emergency services 	<p>February 2020</p> <ul style="list-style-type: none"> • The Police and Crime Panel unanimously votes in favour of the increased Council Tax Precept assisting in providing additional front-line staff • The Office of the PCC for Surrey is given a national transparency award for its commitment to being open and transparent with the public
<p>September 2019</p> <ul style="list-style-type: none"> • Surrey County Council, Surrey Police and 	<p>March 2020</p> <ul style="list-style-type: none"> • The PCC urges the government to change the

<p>the PCC sign up to a concordat to work closer together for Surrey residents</p> <ul style="list-style-type: none">• The national police inspection body judges Surrey Police to be 'Outstanding' for preventing crime and keeping people safe	<p>law to make setting up unauthorised traveller encampments a criminal offence</p> <ul style="list-style-type: none">• The PCC sets up a Coronavirus support fund with £500,000 available to victim support services
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Progress made against the Police and Crime Plan

One of the key responsibilities of a Police and Crime Commissioner is to set the Police and Crime Plan. This plan reflects public priorities and is the key means by which I hold Surrey Police to account. The current plan covers 2018-2021.

An important part of my role is to monitor the Force’s performance and scrutinise progress against my Plan through regular performance meetings with the Chief Constable. Every other one is webcast live so we can be open and transparent with the public about what is happening in policing in Surrey. Policing in 2020 is complex and wide ranging and Surrey Police has to balance a wide range of demands.



The first priority in the plan is **Tackling Crime and Keeping Surrey Safe**. I am pleased to report that we now have named neighbourhood officers or Police Community Support Officers for every ward in Surrey. You can find out who yours is by visiting the police.uk website.

Whilst police recorded crime has shown a slight increase nationally, in Surrey total recorded crime in the county was stable, at almost exactly the same level as 2018/19 with 76,578 crimes recorded by the police. There was a slight increase (of around 1%) seen up until the end of February, but reported crime has fallen since the Covid-19 lockdown, bringing the total for the year to very similar levels as last year.

Burglary is an area of particular concern to Surrey residents. After a 6.5% reduction in burglary last year, a spike during late 2019 has meant that the total for the year has increased by 2% overall, with domestic burglaries increasing by 6%. However, in early 2020 Surrey Police was already bringing levels down after several successful policing operations, and this trend has continued during the Covid-19 lockdown.

Like much of the country, Surrey Police continue to robustly tackle serious crime gangs who use young people to deal their drugs and can have associated gang activity and knife crime. Thankfully these issues remain low in Surrey, but the Force is working hard to continue to prevent this activity. The county remains one of the lowest areas in the country for reported knife crimes.

We have seen a real focus from Surrey Police in the last year on preventing crime and local anti-social behaviour. People behaving in an anti-social manner, inconsiderate

parking, flouting of Covid-19 lockdown measures and fly tipping have all been areas of concern raised with me by residents. Specialist teams in Surrey Police are in place to solve local problems and Joint Enforcement Teams (JETs) between police and local councils also assist in tackling these issues.

Surrey residents tell me how important it is that they are able to contact police in a timely manner. The 101 non-emergency number continues to be answered within an average of 90 seconds, with over 95% of 999 calls being answered with 10 seconds.

There continues to be a local, regional and national focus on combatting the threat of terrorism and I have continued to monitor the plans in place on behalf of the Surrey public. The threat has not gone away and we must maintain our plans and expertise to prevent terrorism and to be able to respond if necessary.

One of the ways the Force is seeking to **Build Confident Communities**, the second priority in my plan, is by having local neighbourhood teams working on problem solving to address local issues. A system has been set up to capture where local officers have identified a problem and set in place a plan for working with the community on solving that problem. Overall confidence in Surrey Police remains very high at around 88% and is one of the best confidence rates in the country.

Surrey Police has continued the progress made over recent years in how it is **Supporting Victims** - particularly in how it protects vulnerable people. The national inspection body for policing is now consistently grading Surrey Police as being 'Good' in this area. The new in-house Victim and Witness Care Unit was launched in April 1 2019 and this has really helped put victims at the heart of policing. Over the last year, 61% of victims surveyed said they were satisfied with the service received by Surrey Police. My office continues to be involved in commissioning a number of services and projects which help support victims in Surrey through our Victims Fund which you can read more about later in this report.

Jointly with the Chief Constable, I commissioned an independent review into a high profile sexual abuse case, which collapsed at trial during 2019. It was important to understand the failings and learn for the future. The report was published on my website in November 2019 and I expect the recommendations to be fully implemented.

Preventing Harm is my next priority and one area which needs attention is the disappointing drop from 17% to 13% (following a drop the previous year) in the solve rate for crimes against vulnerable people, known as 'high harm' offences, such as sexual offences, domestic abuse, child abuse and hate crime. Whilst numbers of positive outcomes have remained stable, the number of reported offences have increased over the last few years, meaning the rate of positive outcomes has fallen. This is an area I will be looking for improvements in as the next year progresses. The Chief Constable is equally concerned about this area of performance and I have seen his plans to address the issue. I am confident that Surrey Police will improve this solve rate.

My office continues to work with partners to support vulnerable people and work with those with complex needs in Surrey. This has included projects to house ex-offenders and to work with children and young people at risk. We have also introduced a scheme called Checkpoint, which aims to divert people away from low level offending. Surrey Police has done particularly well this year, working with partners, to reduce repeat missing people cases.

I am determined to make Surrey Police as efficient as possible by **Making Every Pound Count** which is another key priority in my plan. Over the last year 66% of the Force budget was spent on front-line policing, a very slight decrease on last year and I am really keen to see that figure rise going forward. The Force has been increasing front-line staff over the last few years; however as many staff are new in service, and therefore at the lower end of the pay scale, the percentage of budget spent has reduced slightly.

In my Police and Crime Plan I make clear my determination to target resources at the front-line. The Government has provided more funding for front-line policing and earlier this year the Police and Crime Panel approved my proposed 3.8% increase in the policing part of the Council Tax for 2019/20 which has meant Surrey Police can add an extra 178 police officers and 50 operational staff to its establishment.

At the same time, Surrey Police is continuing with its plans to build **A Force fit for the Future** which is equipped to meet the challenges of modern policing and we continue to develop our long-term project to provide a new, fit for purpose, Headquarters in the centre of the county. Video enabled justice has been developed in Surrey with facilities available in Guildford and Reigate police stations so that police officers can give remote video evidence, making court processes more efficient. I have also recently funded the building of a dedicated suite for victims to give evidence remotely.

Key Performance Measures	2018/19 Performance	2019/2020 Performance
% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area	71.6%	71.3%
Recorded Burglary Offences	6053	6160
Positive Outcome Rate for crimes against vulnerable people (sexual offences, domestic abuse, child abuse, hate crime)	16.8%	13.3%
% of people who feel confident in neighbourhood police	87.9%	88.1%
% of Force budget spent on front-line policing	67.5%	65.8%
Average time taken to answer 101 call	1 min 05 secs	1 min 14 secs
% of 999 calls answered within 10 seconds	95.5%	95.0%
Problem solving occurrences (where Surrey Police have identified and actioned a local problem)	303	279
% residents who say they feel safe walking alone after dark	85.0%	86.0%
HMICFRS grade for protecting vulnerable people	Good	Good
% of victims of crime surveyed satisfied with police service <i>(not comparable with the previous year)</i>	N/A	61.3%
Savings achieved	£5.3m	£2.8m

PCC Funding, Grant Giving and Commissioning

Since I came into post in May 2016, my office has made over £7 million available to local services and projects across Surrey, supporting victims of crime, improving community safety and helping to reduce reoffending. This is one of the key functions of my office and we have a small but dedicated team that manages our two funding streams – the Victims Fund and the Community Safety Fund.

The Victims Fund is made up of a grant of around £1.4m from the Ministry of Justice and is used to provide services for victims of crime.

Key to this is Surrey Police's new Victim and Witness Care Unit that opened its doors to users on 1 April 2019. This professionally trained team is here to help victims of crime cope and, as far as possible, recover from their experience, putting in place care plans tailored to the needs of the individual.

All victims of crime in Surrey are now automatically referred into the unit at the point a crime is reported, with subsequent contact based on an individual's need and vulnerability. Individuals can also self-refer, or use the dedicated website (<https://victimandwitnesscare.org.uk>) to find local specialist support services.

The team also provides support to witnesses of crime, linking with other criminal justice agencies, departments and charitable organisations in order to obtain information and ensure individuals are kept informed about the case and possible attendance at court. At its heart, the new Victim and Witness Care Unit is designed to allow a truly end-to-end service for victims of crime, from initial contact through to court, and beyond if needed.

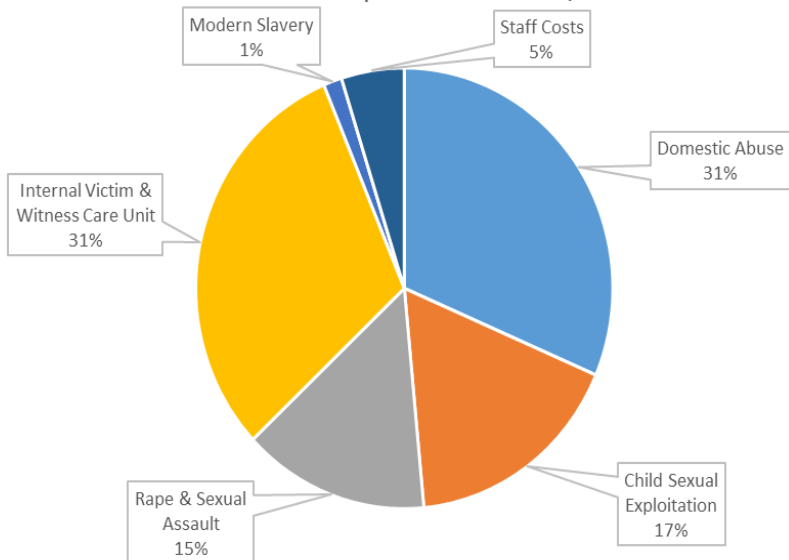
In addition to this central resource, my office also commissions local specialist services that can provide support for victims of specific, 'high harm' offences - including domestic abuse, rape and serious sexual offences - predominately delivered by independent, third sector providers. All these services are available to victims, irrespective of gender and whether the crime has been formally reported to the police.

A further £750,000 is also made available through our Community Safety Fund which funds both small and large-scale projects and initiatives across Surrey, with a focus on tackling anti-social behaviour, supporting families and reducing crime. £250,000 of the fund is dedicated to funding projects aimed at reducing reoffending.

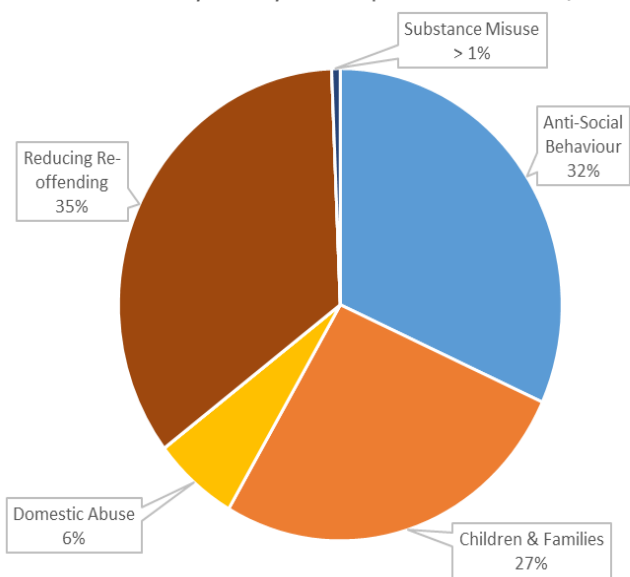
Shortly after becoming PCC my Office launched a dedicated Funding Hub to streamline our funding activity and provide residents with greater transparency as to where we were investing public money. If you want to apply for funding for a project in your area or want to learn more about how the OPCC is already helping organisations across the county, you can visit the hub here: <http://funding.surrey-pcc.gov.uk>

During the Covid-19 pandemic lockdown, we have been very aware that there will be those suffering violence and abuse in their homes who may find it more difficult to access support. To assist, I have set up £500,000 of additional funding for those agencies providing support to people at this difficult time.

Victim Fund Spend Areas 2019/20



Community Safety Fund Spend Areas 2019/20



Engaging with the Community

I am always eager to hear from those who live and work in Surrey, and to listen to your opinions on policing within the county.

The last year has offered unique opportunities to do this, including a return to the valuable 'Policing your Community' events held in 2019, which took place in January and February of this year. Jointly organised with Surrey Police, an event in every borough provided a forum for residents to listen to, and challenge myself and senior officers of the Force - including those responsible for policing where you live. They provided an important insight into the areas that matter to you most; from hearing when and where we will be welcoming new officers and staff, to addressing your concerns around burglary and road safety.

An online survey launched alongside these events helped inform our further investment in the effectiveness of Surrey Police in 2020/21. Completed by over 3,000 people the survey received in excess of 1,700 comments. Residents asked for a more visible police presence, and I am pleased that this is already being prioritised.

I have also been fortunate to hold or attend around 150 different meetings and events with local organisations, residents' groups and crime prevention organisations. I have spent much time with the hardworking individuals and teams within Surrey Police, including day and night shifts. Combined, these have provided a first-hand understanding of the local impact of crime, and input from community members, officials, faith leaders, businesses, colleagues and residents on how we can deliver the best possible policing service for everyone.

I receive many letters and emails from members of the public who have contacted me about a broad range of issues and have responded to over 1,600 enquiries on different themes. My office continues to issue regular media statements and updates, which were featured over 150 times in local press and radio in the last year.

Our Twitter, Facebook and LinkedIn accounts provide 6,000 followers with regular updates, reaching approximately 20,000 people a month with news on key issues and progress of my Police and Crime Plan. Videos across our channels have been viewed close to 30,000 times over the year, watched by an average of almost 900 people each.

During the recent Coronavirus 'lockdown', this engagement has increased - a testament to the importance of these channels to support and signpost key services and community messages. In May, I joined the Surrey Local Resilience Forum leading the response to Covid-19, on the political oversight group.

Surrey Police has run a number of successful public facing campaigns during the year to inform residents and help reduce crime. These have including campaigns on fraud protection, online safety, safeguarding children from county lines exploitation and missing people appeals.

Over the last year, I have continued in my roles as the chairman of the Criminal Justice Board and the Community Safety Board, with the latter now becoming part of the revised Health and Wellbeing Board.

As Association of Police and Crime Commissioners (APCC) lead for Equalities, Diversity and Human Rights, I have continued to advocate on different issues at national level, including for the fair representation of Black, Asian and Minority ethnic communities within policing.

Volunteering

As well as our paid staff, Surrey Police has the support of a large number of volunteers who do invaluable work.

Our Independent Custody Visitors (ICVs) have continued to provide an essential service in the county over the last year by giving up their time to check on the welfare and treatment of people held in custody. ICVs are volunteers who visit police stations at random, in pairs, and speak to detainees in Surrey's three custody suites in Guildford, Staines and Salfords to ensure police processes are open to independent scrutiny. We have recently received a 'Gold' standard award for the Surrey ICV scheme.

Volunteers must be over the age of 18 and live, study or work within the Surrey policing borders. Although the management and oversight of the scheme is a statutory responsibility of the PCC's office, our ICVs are entirely independent from the police and come from a variety of backgrounds and sections of the community. By the end of 2019/20, there were 41 volunteers in Surrey which included 7 new volunteers who were recruited in the summer of 2019. They carried out 186 unannounced visits spending a total of over 277 hours in custody which given they always visit in pairs or groups of three amounted to 586 volunteered hours. I would personally like to thank them all for their continued service in this vital role.

Volunteer Police Cadets

I am particularly proud of the current Volunteer Police Cadet (VPC) scheme which my office helps fund and continues to go from strength to strength since its introduction in Surrey in 2016/17. The numbers of Cadets in the county has risen to 218 and units are attached to schools in seven boroughs (Elmbridge, Guildford, Reigate and Banstead, Epsom and Ewell, Runnymede, Surrey Heath and Woking). The scheme is expanding further still, and a new unit in Spelthorne is ready to launch as soon as the Covid-19 restrictions ease. There are currently over 50 adult leaders made up of police officers, police staff and police support volunteers who continue to give up their time to allow the scheme to thrive.

Cadets have continued to volunteer hundreds of hours supporting charities both in and outside of the county from large charities such as Cancer Research and The British Legion, through to local charities and groups who really benefit from their support in many ways. They have also supported policing operations by delivering key messages out to our communities, in particular delivering inputs to younger children around topics such as stranger danger and online safety.

The scheme is open for young people aged between 13 and 17 who can gain knowledge and experience in policing and develop their own skills. There is a plan for continued growth of the scheme to fulfil the aspiration of having one VPC unit in every borough in the county. You can keep up date with what the Cadets are up to by following their Instagram and Twitter accounts.

Special Constabulary

The Special Constabulary provides crucial support to our policing teams across Surrey and this year my office continued to support a dedicated Special Constabulary Coordinator post.

In 2019/20, our Specials volunteered over 35,000 hours across a number of operational areas. They made a significant contribution to the Force's aerial policing support by operating their own dedicated drone which was deployed over 300 times. They have continued to support policing teams at Gatwick and have also crewed the Joint Response Unit working alongside the South East Coast Ambulance Service. These activities are in addition to the core roles which Specials carry out within our Neighbourhood Policing Teams and Roads Policing Units.

The current establishment of the Special Constabulary is 120 which is a slight reduction from last year. This is partly attributable to special constables being appointed to full time police officer roles which in itself is a success! The Force is working to a target of 200 Special Constables and I remain committed to helping them achieve that goal.

Police Support Volunteers

Surrey Police has over 100 Police Support Volunteers who support the force in various ways through community engagement, assisting with training of new police officers, looking after police dogs, providing advice through the Independent Advisory Group, giving pastoral support as part of the chaplaincy and supporting victims and witnesses.

The Force continues to develop specialist volunteer roles and is currently recruiting volunteers to support their Safeguarding Investigation Units. A Safer Neighbourhood Volunteer role has recently been developed and will be introduced over the forthcoming year.

By creating a range of different volunteering opportunities the Force hopes to encourage more residents to join their volunteering family – an ambition I fully support. Thank you to all those who volunteer to help make Surrey a safer place.

Looking ahead to the future

Over the last four years since becoming PCC I have seen Surrey Police improve greatly, rising to the challenge of policing in austerity, giving great focus to neighbourhood policing and to protecting the vulnerable. Of course we have had the recent challenges of Covid-19 and ensuring Surrey Police have policed the government guidelines to combat this virus by engagement and enforcement. There is always more to do and, as we begin to recover and move forward, over the next year I have asked the Chief Constable to focus on 3 priorities:

- **More Police Officers and Frontline Staff** – to have a continued focus on recruitment following increased Council Tax and Government Grant and to ensure there are more officers on the streets and in communities both rural and urban
- **Better Crime Prevention** – through providing dedicated neighbourhood officers to prevent local crime, problem solving and preventing fraud and cyber-crime
- **More Crimes Solved** – to improve the rate as too many criminals currently aren't being caught and held to account

A key focus for the next year will be to continue the recruitment of new front-line officers and staff. Surrey Police have adapted to new ways of working with remote assessment centres and training processes that take into account social distancing. I am pleased to say that at the moment those people who applied to join Surrey Police and were successful are still joining the organisation and we are on track to meet our plans for bringing in extra staff.

We also have a busy year in terms of developing the plans for our new Headquarters and Eastern policing division - due to be delivered in the next four years. We have made progress by starting to clear the site and are working with architects on the new plans.

Surrey Police is introducing technology to assist front-line staff in their work. This includes the next generation of Body Worn Video and the development of a new Command and Control system to deploy resources effectively. Residents are also making more use of technology with a large increase in on-line reporting, particularly during Covid-19. This is welcomed as it allows those dealing with public contact to respond during quieter times for 999 calls.

Policing of Unauthorised Traveller Encampments will be key this year, something residents are concerned about and an area where I continue to campaign for better laws and the provision of transit sites in Surrey.

CONTACT US

To find out more about PCC David Munro's Police and Crime Plan and the work of the Office of the Police and Crime Commissioner (OPCC) - please visit our website:

Surrey
PCC

<http://www.surrey-pcc.gov.uk>

For the latest news from the OPCC - follow us on:



www.twitter.com/SurreyPCC



www.facebook.com/SurreyPCC



www.linkedin.com/office-of-the-pcc-for-surrey

If you want to know what's happening in Surrey - you can also sign up to the In The Know community messaging system at: **www.intheknow.community**

You will receive email updates about your community including witness appeals, crime updates, crime prevention advice and news and can control how often you are contacted and by whom.

For more details about the Surrey Police budget from the year 2019/20 or to obtain a copy of our most recent statement of accounts, please call our office on **01483 630200** or email **SurreyPCC@surrey.police.uk** or write to us at: **PO Box 412, Guildford, Surrey, GU3 1YJ**

Always call **999** if you have a genuine emergency requiring the attendance of the police or if a crime is in progress. Call Surrey Police on **101** or use the online reporting system at **www.surreypolice.uk/contact-us** for non-emergency matters only.

If you are hard of hearing or speech impaired, you can textphone Surrey Police on **18001 101** (non-emergency) or **18000** (emergency) or text on **07967 987249** or **999** (register at www.emergencysms.org.uk). To report crime anonymously - call Crimestoppers on **0800 555 111**

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