

Office of the Police and Crime  
Commissioner for Surrey

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22 November 2019

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Dear Home Secretary and HMICFRS

***Response from David Munro, Police and Crime Commissioner for Surrey to the Publication of the HMICFRS PEEL Assessment for Surrey Police 2018/19***

I was pleased to see the PEEL assessments published by HMICFRS and to see that Surrey Police has retained its overall good rating for Effectiveness and Legitimacy. I was particularly pleased to see a grade of "Outstanding" for preventing crime and tackling anti-social behaviour. This is my top priority set out in my Police and Crime Plan for Surrey and I know from regularly speaking to Surrey residents across the county that they really value their local officers and want to see an effective police force tackling those issues that matter to them. So I am delighted to see the HMICFRS recognise Surrey Police's overall approach to neighbourhood policing as Excellent in today's report which is a testament to the dedication of the officers and staff who work tirelessly in our communities to keep people safe.

I was also pleased to see that HMICFRS have highlighted that the Force works effectively with partners to identify and protect vulnerable people and upholds an ethical culture, promotes standards of professional behaviour well and treats its workforce fairly.

There is always more to do and I was disappointed to see the HMICFRS grade the Force as requiring improvement for efficiency. I believe the assessment of demand in policing and understanding capacity and capability is a national issue for all forces; however I will be working with the Chief Constable to see how improvements can be made in Surrey.

We are already striving hard to make efficiencies and put as many resources as possible on the front-line and earlier in the year I instigated an efficiency review in both Surrey Police and my own office.

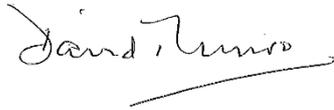
I have asked Chief Constable Gavin Stephens for his views on the report. He has said:

*"I welcome the HMICFRS's 2018/19 Police Effectiveness, Efficiency and Legitimacy report on Surrey Police and am very pleased that the HMICFRS has acknowledged the significant achievements the force has made in preventing crime and tackling anti-social behaviour by awarding the force a grading of Outstanding. Notwithstanding this recognition of good*

*practice, the force recognises the challenges highlighted by the HMICFRS in respect of understanding and meeting demand. The force is focused on addressing these concerns and learning from the feedback within the report in order to develop the force's working practices and deliver the best possible service to the public. The areas for improvements will be recorded and monitored through our existing governance structures and strategic leads will oversee their implementation."*

I will continue to regularly scrutinise the Chief Constable on how the Force is making improvements and I have requested reports on detailed workforce planning and have asked for a report to my December Performance Scrutiny Meeting on efficiency. Overall I think this is a really positive assessment of the Force's performance which has been achieved at a time when police resources have been stretched to the limit.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'David Munro', with a horizontal line underneath it.

**David Munro**  
Police and Crime Commissioner