

| Action   | Agency | Progress June 2013  |
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| <p><b>Take a Zero Tolerance Policing Approach</b></p> <p>Ensure that Surrey Police and partner agencies focus on tackling anti-social behaviour, violence and those who break into homes or steal our property</p> | PCC    | <p>PCC has introduced borough/ district Crime Summits and Local Policing Boards which bring partners and public together to tackle problems jointly. PCC has funded a number of projects aimed at reducing ASB, including a £5,000 for a community dispute mediation project in North Surrey and £3,000 for a clean-up operation in a local recreation ground in Walton Leigh.</p>  |
| <p>Make sure there is a focus on catching criminals and detecting crime</p>  | PCC    | <p>For very serious crimes (violence, robbery, rape) Surrey Police detection rate is high but for other crimes detections remain a challenge. The PCC regularly scrutinises detections at the management meetings.</p>  |
| <p>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</p>  | PCC    | <p>Examples of tackling organised crime gangs are given at management meetings by the Chief Constable. In 2012/13, Surrey Police stopped 17 major organised criminal gangs from operating in Surrey. Surrey Police is improving on the profits taken from criminals, with £161,356 recovered in April/ May 2013.</p>  |
| <p>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</p>                                | PCC    | <p>Surrey Police made 100 charges/ cautions for the supply or production of Class A and B drugs during April to June 2013.</p> <p>An example of a drugs raid in Guildford using thermal imaging cameras was given at the July management meeting.</p> <p>The PCC will be asking Surrey Police to provide an update to his next management meeting on the specific actions they intend to take to tackle drug dealing in schools and colleges.</p> |

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| Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved                            | PCC           | Review will take place in the Autumn after 2013 grants have been allocated.   |
| 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           | The Crime Summits introduced by the PCC involving partners have included a focus on speeding and anti-social road use. PCC has awarded £9,000 to the Safe Drive Stay Alive educational programme for young people. July management meeting gave details of the Summer Drink Driving campaign: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/1.-Peoples-Priorities-v0.7.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/1.-Peoples-Priorities-v0.7.pdf</a> |
| 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 | Surrey Police internal newsletter and website has featured a number of articles on Zero Tolerance and new posters have been produced to promote the 6 priorities.   |
| How Surrey Police is working to reduce crimes of burglary, robbery and violence  | Surrey Police | Regular management meeting updates from the Chief Constable focus on scrutiny of progress against these crimes. The webcasts for these meetings can be viewed at: <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> . This financial year has seen a 1% reduction in burglary, 18% reduction in robbery but a 12% increase in violence.                               |
| 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 | PCC has funded domestic abuse outreach and an updated has been provided at the July management meeting on how Surrey Police is encouraging the reporting of these crimes. Also funding has been provided for sexual assault support services.   |
| The improvements being made in solving burglary, robbery, violence and sexual offences   | Surrey Police | Detection rates this year are 11% for burglary, 26% for robbery, 41% for violence, 50% for sexual offences. See performance scorecard for more data.  |

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| The operations carried out and achievements made in targeting those who deal drugs to young people in schools and colleges of further education  | Surrey Police             | The PCC has provided £5,000 for two youth conferences in Surrey to educate young people on personal safety and dangers of drugs and alcohol. The PCC wishes Surrey Police to report on this in more detail in future management meetings.   |
| 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 | Crime Summits have been discussing and aiming to address areas of Anti-Social Behaviour (ASB). PCC funding given to projects to reduce ASB, such as the mediation project discussed above and youth engagement projects, such as £21,220 awarded to the fire service to help build youth confidence and self-esteem.  |
| The support and mechanisms in place to stop people abusing drugs   | Community Safety Partners | £60,000 has been granted to Surrey Police to carry out drug testing in custody and refer drug users into treatment. PCC has met with drug support providers.  |
| Actions to tackle alcohol misuse and alcohol fuelled violence and anti-social behaviour  | Community Safety Partners | PCC has funded a project to educate young people on the dangers of alcohol misuse.  |
| Conviction rates at court for people who commit serious crime and drug dealers   | Community Safety Partners | PCC met with Chief Criminal Justice Officers. Meeting arranged with Crown Prosecutor to discuss.  |
| <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                       | Continued work with independent experts Oxford Economics to provide constructive suggestions for a better policing funding formula.   |
| Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing  | PCC                       | Updates at management meeting on force work to take assets away from criminals. Seizures of assets have increased greatly this year to over £160,000 in the first two months of this financial year. The July Management Meeting paper provides details on seizures and projects funded using recovered criminal assets:<br><a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/1.-Peoples-Priorities-v0.7.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/1.-Peoples-Priorities-v0.7.pdf</a> |

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| Lead on collaboration with neighbouring forces to share as many police functions as possible and, in the future, consider amalgamation  | PCC           | Surrey and Sussex PCCs have held a workshop to develop their vision and plans for collaboration.   |
| Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders  | PCC           | Work underway with Sussex to share resources in the future, such as joint control rooms and responding to calls.   |
| The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.   | Surrey Police | Surrey and Sussex PCCs have confirmed their commitment to collaborate in all possible areas, including support services such as Human Resources and Finance Departments. Surrey PCC and Surrey Chief Constable are part of discussions to develop the Service Transformation Project in Surrey to bring all local authorities in Surrey together to provide support services jointly where possible. |
| 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                           | Surrey Police | Officers working for the PCC have attending monthly force Strategic Change Board meetings where progress against reviews is discussed. Updates given at webcast management meetings to the PCC and a workshop is planned between Surrey Police and the PCCs office in August to look at change and savings projects.   |
| The number and powers of PCSOs (Police Community Support Officers) and how they are used to support this plan   | Surrey Police | Numbers of PCSOs have reduced slightly over the last year. PCC has stated his desire to facilitate PCSOs moving to Police Constables, if they wish.  |
| How Surrey Police is making best use of the Special Constabulary and other volunteer groups   | Surrey Police | Surrey Police are now implementing actions from a review of Special Constables carried out earlier this year. Currently recruiting 36 more special constables. Examples of how these are used to support the plan given at management meetings. Deputy PCC has met with Surrey Police volunteer manager to see how volunteers are being used.  |
| <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           | Assistant PCC for Victims, Jane Anderson, appointed. Work to date includes attending Surrey Police Victim Care Board and working with courts on victim experience.   |

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| Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour   | PCC                       | DPPC attends Surrey Criminal Justice Board to consider progress. Surrey Police victim satisfaction increased to 88% (see performance report).  |
| Review the community safety funding and grants given to partners who support victims to ensure value for money is achieved   | PCC                       | Review will be carried out in the Autumn after grants have been issued and had time for actions to be put in place by partners.  |
| Ensure that we look after those people most vulnerable in our society  | PCC                       | In July, PCC awarded £22,000 to the Rape and Sexual Abuse Support Centre to fund a part-time Independent Sexual Violence Advisor. Management board paper on protecting vulnerable people.  |
| Work with partners to ensure that those with mental health issues receive appropriate care and protection  | PCC                       | Management board paper on vulnerable people included a section on protecting those with mental health issues.<br><a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/2.Supporting-vulnerable-people-paper0-3.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/2.Supporting-vulnerable-people-paper0-3.pdf</a> |
| Monitor Surrey Police performance in answering the phone when you call, whether in an emergency or not, and how they respond to calls for help, getting the call centre and response officers to focus on what the victim needs. | PCC                       | Performance report shows current call answering times – currently improving and victim satisfaction with initial contact is high.  |
| 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             | Victim of crime satisfaction has increased to 88% - see performance report.  |
| How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken   | Surrey Police             | Victim of anti-social behaviour satisfaction increased to 80% - see performance report.  |
| 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 | Assistant PCC for victims has been looking at court processes for victims.   |
| 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 | PCC provided a £90,000 grant to domestic outreach support providers. Will work with partners over the next 6 months on victim support funding and quality of support provided.   |
| 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 | Management board paper on vulnerable people includes work Surrey Police and partners are doing in this area.   |
| <b>Give you the Opportunity to have a Greater Say in how Your Streets are Policed</b>  |                           |  |

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| Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level   | PCC | See Surrey Police neighbourhood pages for details of engagement opportunities in your local area.   |
| 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 | Two crime summits have taken place (in Reigate & Banstead and Elmbridge). Four more are planned for Spelthorne, Epsom and Ewell, Guildford and Tandridge.   |
| 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 | Surrey Police and local councils have set up Local Policing Boards in most boroughs and district with details publicised locally and on the Surrey Police local neighbourhood pages.  |
| Publicise the dates and venues for the Summits and Local Policing Board meetings   | PCC | Summit dates are publicised on the PCCs website.  |
| 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 has already had large and wide ranging correspondence with Surrey public through letters, e-mail and meetings.  |
| Work with the media to ensure I am visible and available to the public and can make their interests heard  | PCC | The PCC, Deputy PCC and Assistant PCCs have all been active in media during the last 3 months, including articles in local newspapers and radio interviews.   |
| Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement  | PCC | Being achieved through Crime Summits, setting up of Local Policing Boards, use of e-mail, twitter and written correspondence. A text service has also been set up for the hard of hearing or speech impaired: <a href="http://www.surrey-pcc.gov.uk/2013/02/new-text-message-contact-service-for-deaf-hard-of-hearing-speech-impaired-members-of-the-public/">http://www.surrey-pcc.gov.uk/2013/02/new-text-message-contact-service-for-deaf-hard-of-hearing-speech-impaired-members-of-the-public/</a> |
| 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 | Active in use of Twitter to promote engagement events and spread messages.  |
| 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 | PCC has an active role in the national organisation for PCCs (APCC). Secured a role in the national review of the police funding formula.   |
| Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues   | PCC | The Office of the PCC is working with the panel on sub-groups set up to local in detail at Surrey issues.   |

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| <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>Surrey Police and local councils have set up Local Policing Boards in most boroughs and district with details publicised locally and on the Surrey Police local neighbourhood pages. <a href="http://www.surrey-pcc.gov.uk/get-involved/consultation2013/local-policing-boards/">http://www.surrey-pcc.gov.uk/get-involved/consultation2013/local-policing-boards/</a></p> <p>Crime Summits and Local Policing Boards being set up to identify local themes.</p> |
| <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.</p>  | <p>Surrey Police/Community Safety Partners</p> | <p>Crime Summits and Local Policing Boards being set up to identify local themes.</p>   |
| <p><b>Protect Your Local Policing</b></p>   |  |   |
| <p>Review the police station disposals policy in Surrey to ensure best value is achieved from the Surrey Police estate and any sales of property</p>  | <p>PCC</p>                                     | <p>PCC has commissioned estate professionals to review remaining small number of properties and provide options to achieve best value – report expected in early September.</p>   |
| <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>Kevin Hurley has secured a place on the national PNB (Police Negotiating Board) which deals with police pay and conditions.</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>A section on the Strategic Policing Requirement has been included in the Police and Crime Plan. <a href="http://www.surrey-pcc.gov.uk/policy-and-crime-plan/">http://www.surrey-pcc.gov.uk/policy-and-crime-plan/</a></p>  |
| <p>Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily</p>   | <p>PCC</p>                                     | <p>PCC has got rid of targets in Surrey Police to reduce bureaucracy and promoted a non-bureaucratic approach when speaking to Surrey Police managers.</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 Office of the PCC continues to work with Surrey and national media on balanced articles and responded to any inaccurate media. For example see the OPCC website <a href="http://www.surrey-pcc.gov.uk/category/news">http://www.surrey-pcc.gov.uk/category/news</a></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>Meetings held with MPs, councillors and Government officials to discuss funding formula. PCC is national PCC representative on the Police National Board (PNB) which deals with police pay and conditions.</p>   |

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| Use my position as an elected person with the largest mandate in Surrey to give a balanced view of policing and protect those officers who put themselves in personally frightening or emotionally challenging situations every day and support them in tackling the people who blight the lives of the Surrey public | PCC           | Articles in media from PCC and DPCC supporting officer and PCC has continued to be an advocate for officers at the Crime Summits and on twitter.   |
| 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           | The PCC and CC agreed to the way forward on stage 2 transfer at the July Management Meeting and will submit a scheme to the Home Office in September.<br><a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/5.Stage-2-principles-paper-for-MMM2.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/5.Stage-2-principles-paper-for-MMM2.pdf</a>                                   |
| Oppose plans for direct entry into the police service at Superintendent rank.   | PCC           | PCC has opposed direct entry with representations to the government and comments in the media.<br><a href="http://www.surrey-pcc.gov.uk/2013/03/kevin-hurley-police-and-crime-commissioner-for-surrey-speaks-out-on-recruitment-reforms">http://www.surrey-pcc.gov.uk/2013/03/kevin-hurley-police-and-crime-commissioner-for-surrey-speaks-out-on-recruitment-reforms</a>                                |
| What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay  | Surrey Police | Chief Constable, backed by the PCC, has announced high starting salary for police constables than national recommendations.<br><a href="http://www.surrey-pcc.gov.uk/2013/03/kevin-hurley-police-and-crime-commissioner-for-surrey-speaks-out-on-recruitment-reforms/">http://www.surrey-pcc.gov.uk/2013/03/kevin-hurley-police-and-crime-commissioner-for-surrey-speaks-out-on-recruitment-reforms/</a> |
| What the latest staff survey results are saying and how staff are viewing leadership  | Surrey Police | Survey results received and reported to the PCC.   |
| Ensuring previous skills and training are utilised when officers transfer from other forces   | Surrey Police | Surrey Police update is that this is currently being done. Plans for greater collaboration work with Sussex will assist.   |



| <b>Uncompromising in the Standards You Expect from Your Police</b>  |  |
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| 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<br>PCC, DPCC and staff continue to meet staff, public, victims support agencies and partners. Great deal of correspondence also received. Incidents and matters of concern passed to the Chief Constable or Surrey Police professional standards department. |
| 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<br>Annual Report for Custody Visiting written and will be published shortly on the PCC website. Training programme being carried out.  |
| Work with the Independent Advisory Group (IAG) and to hear views from minority groups about what they expect from policing  | PCC<br>Assistant PCC for Equality and Diversity has been appointed and has attended the IAG and begun a programme of meetings with minority groups.  |
| Ensure that Surrey Police has the highest standards through monitoring customer service and complaints  | PCC<br>Report on complaints trends provided to the PCC. An update on complaints was given at the February Management meeting and due at future meetings. Customer service monitored through performance data and attendance at the customer service board.       |
| Consider where I can introduce mystery shoppers to provide a check on standards of Surrey Police care for victims and customers   | PCC<br>'Mystery Shopping' now considered and not felt appropriate. But the Assistant PCC for victims is looking at tracking the victim journey and identifying where improvements could be made and will look to work with the Panel on proposals                |
| Lead by example and give visible leadership for Surrey Police and expect those in leadership roles to do the same   | PCC<br>PCC has been out to meet managers and staff to explain his approach on Zero Tolerance.  |
| Monitor Surrey Police performance in investigating crime to make sure that the best results are achieved  | PCC<br>Performance regularly monitored by the Office of the PCC, see performance scorecard.  |
| 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<br>Chief Constable has shown evidence of promoting high standards through her regular blog to staff and has issued a new dress code, supported by the PCC.   |
| How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales   | Surrey Police<br>Report on complaints trends provided to the PCC and regularly considered by PCC staff.  |

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| Examples of letters of satisfaction received and the issues to which they relate   | Surrey Police | Examples of letters of satisfaction given at webcast management meetings.   |
| How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results | Surrey Police | HR data provided monthly to the Office of the PCC. Briefing note on staff survey and other HR indicators provided to PCC by OPCC staff.   |
| <b>Holding the Chief Constable to Account</b>  |               |   |
| Webcast management meetings holding the Chief Constable to account   | PCC           | Management meetings have been and will continue to be webcast. Visit the PCC website to view these meetings. <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 | Surrey Police accounts for 2012/13 are published on the PCC's website - <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           | PCC accounts for 2012/13 are published on the PCC's website - <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>   |
| <b>Crime and Disorder Reduction Funding</b>  |               |   |
| Allocated funding  | PCC           | Since the last report a number of further projects have been funded see <a href="http://www.surrey-pcc.gov.uk/2013/07/surrey-pcc-kevin-hurley-awards-grant-funding-to-community-projects/">http://www.surrey-pcc.gov.uk/2013/07/surrey-pcc-kevin-hurley-awards-grant-funding-to-community-projects/</a> |