



SURREY POLICE AND CRIME PANEL 2 February 2024

Surrey PEEL Assessment 2023–2025

1 SUMMARY

- 1.1 This paper provides a summary of His Majesty's Inspectorate of Constabulary and Fire & Rescue (HMICFRS) Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection into Surrey Police.
- 1.2 The Police and Crime Commissioner (PCC) is required to produce a formal response to the findings of the inspection. This is due to be published in February and will be made available to the Panel once available.
- 1.3 However, recognising that the Panel's next scheduled meeting is not until April, this report has been produced to provide a high-level summary of the inspection's key findings, and the PCC and Force's initial response.
- 1.4 Panel members are encouraged to read the full PEEL report, which can be found on the HMICFRS website:
<https://hmicfrs.justiceinspectorates.gov.uk/publications/peel-assessment-2023-25-surrey/>

2. Summary of Findings

- 2.1 The inspection assessed how good Surrey Police is in ten areas of policing. HMICFRS made graded judgments in nine of these ten as follows:

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Preventing crime	Investigating crime	Recording data about crime	Responding to the public
	Managing offenders	Police powers and public treatment	Developing a positive workplace	
		Protecting vulnerable people		
		Leadership and force management		

- 2.1 This interim report focusses on the following areas. The final formal response referenced above will naturally address all identified areas for improvement.
- Responding to the public
 - Recording data about crime
 - Investigating Crime (though deemed adequate, there were some issues flagged that warrant inclusion)
- 2.2 It's important to note that whilst this report naturally focusses on areas of concern highlighted by the inspection, HMICFRS did flag many areas of good practice.
- 2.3 The inspection demonstrated that Surrey Police is good at preventing and deterring crime, addressing antisocial behaviour (ASB), and reducing vulnerability. HMICFRS reported that the force harnesses internal and shared data to identify and prioritise vulnerable individuals, groups, ASB hotspots, victims, and suspects. It also recognised that by working with key local stakeholders the PCC and force made good use of prevention initiatives to deter, disrupt and prevent crime and ASB.
- 2.4 Surrey Police's commitment to combatting Violence Against Women and Girls (VAWG) was also mentioned by inspectors. Good engagement was noted with vulnerable groups, and the use of enhanced patrols in night-time economy areas to target predatory behaviour was flagged as good practice.
- 2.5 The OPCC was commended by HMICFRS for playing a pivotal role in supporting impactful diversion and prevention services. These initiatives include providing healthy relationships training for teachers, funding Independent Sexual Violence Advisors (ISVAs), supporting victims of cuckooing and a scheme for minority ethnic survivors of VAWG.
- 2.6 The inspection also recognised that the force is trying to engage with communities that have less confidence in the police. This includes interacting with specific schools, members of the Gypsy Roma Traveller community (GRT) and young people. The force was commended by HMICFRS for its long-term commitment to problem solving and evidence-based policing, and it was found to be particularly effective at using these techniques to reduce repeat incidents of domestic abuse.
- 2.7 Surrey's management of offenders and suspects was found to be a significant strength by HMICFRS. Swift arrests, coupled with thorough risk assessment and prioritisation, were found to be standard operating procedures. The monitoring of high-risk suspects and offenders through daily management meetings underscores Surrey Police's commitment to maintaining public safety.
- 3. 'Responding to the Public' – Summary**
- 3.1 Surrey Police received an 'inadequate' grade for their response to the public.

- 3.1 HMICFRS emphasised the need for improvement in the force's initial response to incidents, specifically requiring Surrey Police to attend calls for service in accordance with its published attendance times and ensure effective supervision of deployment decisions within the control room.
- 3.2 At the time of the inspection, Surrey Police was also facing notable challenges in its contact centre, particularly regarding the handling of emergency and non-emergency calls. In the year ending March 2023, only 77 percent of 999 calls were answered within 10 seconds, thirteen percent below the national minimum requirement. This figure represented a decline from previous years, raising concerns about the force's ability to meet response targets.
- 3.3 Additionally, the inspection highlighted shortcomings in identifying repeat and vulnerable victims. This meant that call handlers didn't always check if callers were repeat or vulnerable victims, meaning the force wasn't always able to provide a suitable response.
- 3.4 Despite these challenges, positive practice was identified. Call handlers were commended for their politeness and clarity. It was noted that call handlers used a structured risk assessment and appropriately prioritised calls.

4. **'Responding to the Public' - HMICFRS Recommendations:**

- Within six months, Surrey Police should make sure that repeat callers are routinely identified by call handlers.
- Within six months, Surrey Police should attend calls for service in line with its own published attendance times.
- Within six months, Surrey Police should make sure there is effective supervision of deployment decisions within the control room.
- Within three months, Surrey Police should improve its ability to answer emergency calls quickly enough.
- Within three months, Surrey Police should reduce the number of non-emergency calls that the caller abandons because they are not answered.

5. **'Responding to the Public' – Initial PCC & Surrey Police Response**

- 5.1 A new chief officer role has been introduced to oversee the control room and contact centre, ensuring effective supervision of deployment decisions. At the same time, a new deployment and grading system, featuring additional grades and more granular attendance targets, is being developed - which better reflects the model used by other forces.
- 5.2 In terms of call performance as of today, we have seen a huge improvement in both 999 and 101 answering times. 999 answering times now sit comfortably above the national target of 90% within 10 seconds, and 101 answering times are back below 100 seconds – from a peak of 715 seconds in March 2023.

- 5.3 The breakdown of call types into the contact centre reveals that around 18 percent are related to crime, while just under 38 percent are marked as 'public safety/welfare.' It is anticipated that the phased introductions of Right Care Right Care will further enhance the performance of the contact centre.
- 5.4 Members of the public can track Surrey Police's contact performance via the PCC's Data Hub, with data updated monthly: https://data.surrey-pcc.gov.uk/priority_four.php?nav=plan&data=effectiveness&plan=4&sub=1&monthly=1

6. Reporting Data about Crime' - Background

- 6.1 HMICFRS found notable challenges in Surrey Police's crime recording processes, indicating a need for improvement in several key areas.
- 6.2 Whilst the force records 93.4 percent of all reported crime, the recording percentages for sexual offences (87 percent) and violent offences (93.7 percent) were found to need improvement.
- 6.3 Of particular concern was the failure to adequately record sexual offences, especially claims of sexual assault and rape. Similar issues were raised by inspectors around the way in which the Force records ASB.
- 6.4 The force also faces challenges in recording equality data, indicating a need for a more accurate, comprehensive, and granular data collection process.
- 6.5 On a more positive note, the force demonstrates effectiveness in recording crimes against vulnerable victims.

7. 'Reporting Data about Crime' HMICFRS Areas of Improvement:

- The force is too often failing to record sexual offences, particularly sexual assault, and rape crimes.
- The force needs to improve how it records equality data

8. 'Reporting Data about Crime' – Initial PCC & Surrey Police Response

- 8.1 Reducing Violence Against Women and Girls (VAWG) is a key priority in both the Commissioner's Police and Crime Plan and the Chief Constable's vision for Surrey Police. The Chief Constable addressed the impact of this type of offending during recent 'Policing Your Community' events, emphasising the importance of supporting victims and bringing their attackers to justice. The PCC is aware this must be a clear area of focus and will continue to provide scrutiny and support to ensure prompt and robust improvements.
- 8.2 Reporting sexual violence to the police is acknowledged as an act of courage, and both the PCC and the Chief Constable are committed to ensuring survivors consistently receive the best support. Inspectors confirmed Surrey Police's dedication to reducing VAWG, highlighting programs supported by the Commissioner's office, including funding for Independent Sexual Violence Advisors. The PCC's office further contributes to survivor support, funding various

initiatives and local organisations, such as the Rape and Sexual Abuse Support Centre.

- 8.3 An impressive 93.4 percent of all reported crime (excluding fraud, which is recorded differently by Action Fraud) is correctly captured based on Home Office counting rules. While Anti-Social Behaviour (ASB) is generally handled well by the Force, the Commissioner acknowledges that incidents were clearly not consistently recorded appropriately in the sample assessed by inspectors. The OPCC has however invested significantly in this area, evident in the recent ASB survey, increased funding for organisations supporting victims, and the successful £1 million Safer Streets bid for Walton, Guildford, and Redhill.

9. 'Investigating Crime' – Background

- 9.1 While Surrey Police maintains an acceptable level of performance in investigating crime, HMICFRS found there was still room for improvement in consistently achieving favorable outcomes for victims.
- 9.2 The data captured as part of the inspection revealed notable disparities, with Surrey's rate of 'Charged/Summons' standing at 3.1 percent, compared to the England and Wales average of 4.6 percent. The use of 'Community Resolutions' was found to be notably higher at 2.6 percent, surpassing the England and Wales average of 1.4 percent.
- 9.3 Additionally, 'Not in public interest' decisions were higher at 4.6 percent, compared to the national rate of 0.8 percent.
- 9.4 Examining the year ending December 2022, the Force recorded 59,385 offences, with 6.9 percent assigned an 'offences brought to justice' outcome. While this falls within the normal range nationally, the statistics highlight areas where improvements in achieving justice outcomes should be made.

10. 'Investigating Crime' – HMICFRS Area for Improvement:

- The force doesn't consistently achieve appropriate outcomes for victims

11. 'Investigating Crime' – Initial PCC & Surrey Police Response

- 11.1 Various approaches to addressing crime exist, some of which do not require prosecutions.
- 11.2 A notable example is 'Checkpoint', the deferred prosecution scheme supported by the Commissioner's office. Those enrolled in the scheme have an average reoffending rate of 6.3%, a significant improvement compared to the 25% reoffending rate for those not participating.
- 11.3 Inspectors have also commended the excellent use of Protective Orders, citing Surrey Police's achievement of the highest number of granted Stalking Prevention orders in England and Wales. This underscores the force's commitment to combatting VAWG.
- 11.4 Nevertheless, Surrey Police acknowledges the over-reliance on out-of-court dispersals. During Policing Your Community events, the Chief Constable has expressed a desire for custody suites to be consistently full and for officers to think very carefully before reaching for an out-of-court dispersal option, and to only do so when absolutely appropriate.

12. RECOMMENDATIONS

The Police and Crime Panel note the update and to consider the full formal response to the inspection, once published.

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