

# Office of the Police and Crime Commissioner for Surrey

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## ***Response from Kevin Hurley, Police and Crime Commissioner for Surrey to the HMIC report 'Increasingly everyone's business: A progress report on the police response to domestic abuse'***

Like many forces, Surrey has seen a large increase in reported domestic violence offences over the last few years and it now accounts for nearly 10% of total recorded crime. This is a significant resourcing issue for Surrey Police. However it is particularly important that those who suffer domestic abuse are treated well, protected and supported.

This report, although containing national recommendations, links with the recent Surrey Police report on vulnerability, for which Surrey Police received an inadequate rating. As HMIC will be aware, Surrey Police performance in protecting from harm those who are vulnerable and supporting victims has been of great concern to me since June 2015. I have been scrutinising Surrey Police in how it protects victims and investigates crimes affecting the vulnerable, including those suffering domestic abuse. Surrey Police now has a full action plan in place which reflects the HMIC report on domestic abuse and addresses many of the recommendations made.

Overall, I agree with the HMIC report and found it useful in directing me towards areas of further questioning. I support the recommendations made for the College of Policing and the Home Office which will help develop better national best practice, guidance, standards and data. I am particularly keen to see sufficient and effective training for officers in dealing with domestic abuse and have locally provided extra resources for training and would welcome the recommended review by the College of Policing.

### **Recommendation 2**

With regard to an action plan, I can report that Surrey Police has an action plan which covers the whole remit of Public Protection matters, including domestic abuse. However, this was written before HMIC produced its report hence I will ask Surrey Police to reflect upon the report and update me on any changes required in their



improvement plan. I will be holding Surrey Police to account for achievement of their plan through regular scrutiny panels.

### **Recommendation 3**

I agree fully with the areas identified in recommendation 3 with regard to staff, culture and performance. Much of these areas are reflected in the force improvement plan. Surrey Police has recently developed a new performance framework for public protection and has introduced a new rewards package for those working in public protection units. Force policies have been reviewed and revised. I have been clear that Surrey Police leadership needs to address the force culture, values and communication of messages in order to see improvements and I will continue to scrutinise to ensure that this happens.

### **Recommendation 10**

I support this recommendation. The Surrey OPCC already works very closely with the county's specialist domestic abuse (DA) services, which operate a holistic model to support victims of domestic abuse, at all levels of risk, with services tailored to meet individual needs. The services commissioned by my office and partners provide both outreach and an IDVA service for clients supported through the MARAC process and pursuing justice through the courts. Unlike elsewhere in the country, this ensures cases don't move between an Outreach and IDVA service, providing continuity of service for client and dependents, which minimises risk and delivers the long-term practical and therapeutic support necessary for recovery. I have invested significantly in the domestic abuse services, to ensure a consistent service county-wide and increasing provision for children affected by domestic abuse and men. We are continually monitoring and reviewing services and will continue to develop them to meet local victim needs.

I will be using Annex B included in the report to assist in holding the Chief Constable to account during my scrutiny sessions and have asked for an update against the checklist and data for my next scrutiny to be held on 10<sup>th</sup> February 2016.

Putting victims at the centre of the criminal justice system and protecting the vulnerable is one of my top priorities. I will continue to scrutinise Surrey Police, the implementation of their action plan and their performance until I am satisfied on behalf of the Surrey public that the vulnerable in Surrey are being protecting from harm and offenders of child abuse are being brought to justice.

I am grateful for the efforts of HMIC staff in preparing this report.

Kevin Hurley, Police and Crime Commissioner for Surrey

