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Response from Kevin Hurley, Police and Crime Commissioner for Surrey to the HMIC report on the Effectiveness strand of PEEL

I thank the HMIC for producing this report on the effectiveness of Surrey Police. Most of the content of this report reflects the force's performance 6 to 8 months ago; since then their situation has improved in terms of effectiveness. The changes made include better training, better use of systems and a cultural change in how the force operates, brought about by the current leadership.

I am pleased that Surrey Police was rated "Good" at preventing crime and anti-social behaviour, reflecting the Police and Crime Plan priority of zero tolerance policing. The introduction of Joint Enforcement Teams in Surrey has met with enthusiastic approval of local residents. The joint powers of council officers and police officers working closely together increases the visibility of authority on the streets and enables quick and effective tackling of fly tipping, graffiti, littering and other forms of anti-social behaviour, making a positive difference in the boroughs.

Investigation of crime and managing offenders was graded as "requiring improvement" when HMIC inspected last year. However in the last 12 months Surrey Police have gone up 19 places (to 19th position nationally) for robbery, 3 places for violence without injury and 6 places for serious sexual offences, 7 places for rape and 5 places for total notifiable offences. Backlogs highlighted in the report have been reduced and a new training plan is in place. I am confident that this gives the force a sound basis for improvement.

Surrey Police was graded as inadequate at protecting from harm those who are vulnerable and supporting victims. The grading came as no surprise to me as I had identified problems in force performance in this area at a scrutiny I carried out in September last year. This area of policing was subject to a separate report from HMIC to which I responded in January. I was clear in my response that I was disappointed

with Surrey Police performance but that there were recent signs of improvement. Since January I have continued to scrutinise Surrey Police on how well the force protects the vulnerable and support victims. Whilst levels of reports from vulnerable victims continue to increase there have also been large increases in the number of crimes for which Surrey Police is achieving a positive outcome. The Public Protection Improvement Plan set in place is being delivered and there are early signs that improvements are being made. HMIC is revisiting Surrey Police in April and I hope to see a step-change improvement reported on from that inspection.

HMIC also identified that Surrey Police requires improvement in the way it tackles serious and organised crime. Some of this required improvement is being addressed through the Public Protection Improvement Plan. In addition, local crime profiles are now developed in Surrey to assist with better understanding and mapping of serious and organised crime.

In summary, I have been holding Surrey Police to account for improving in its effectiveness. Standards of investigation, protecting the vulnerable and tackling serious and organised crime are all showing signs of improvement.

Kevin Hurley
Police and Crime Commissioner for Surrey

