

Police and Crime Commissioner for Surrey

# Annual Report 2018-19



Office of the Police and Crime  
Commissioner for Surrey

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# Introduction

## Message from David Munro, Police and Crime Commissioner for Surrey

One of the key things I have learnt in my time as your elected Police and Crime Commissioner is that policing never stands still for a moment and that has certainly proved to be the case in 2018/19.

It has felt very much like a year of change but one that I believe has provided a really solid base for a bright future ahead for Surrey Police.

This Annual Report will take a look back at some of the achievements from the last year, highlight some areas where improvements can be made and reflect on some of the exciting announcements which will shape policing in this county for years to come.

One of the big announcements from my office this year was of course employing a new Chief Constable of the Force following the departure of Nick Ephgrave to a senior position at the Metropolitan Police.

Nick left behind him big shoes to fill so I was delighted to appoint his successor Gavin Stephens to the post. Gavin has wealth of experience from a career policing at all levels with a real passion for local policing and is already proving to be an inspirational leader. We have built up a good working relationship and I look forward to continuing that as we move forward.

There was further big news in March when, following a detailed search, we secured a new site for a Surrey Police headquarters and operational base which will be created in Leatherhead following the successful purchase of a site in the town. You can read more about our exciting plans for the future further on in this report.

The year had begun with another new start when I published my refreshed Police and Crime Plan which contained my six priorities for policing in the county for 2018-2020.

Those priorities - tackling crime and keeping people safe, building confident communities, supporting victims, preventing harm, making every pound count and building a force fit for the future - are at the heart of what the plan has set out to achieve. This report will look at how Surrey Police has performed against it in the last 12 months.

My office has been instrumental over the last year in helping set up the new in-house Victim and Witness Care Unit which launched on April 1 this year. Supporting victims should always be at the centre of policing and I want to make sure they have a more positive experience of the criminal justice system - from point of reporting through to resolution.

I hope this unit will signal a new era of victim care with Surrey Police now delivering a complete wraparound service which will allow far closer working between the new team and those responsible for response and investigation.



The government settlement for policing this year provided a unique opportunity to invest in frontline policing and my council tax precept which, as agreed by the county's Police and Crime Panel, has allowed the Force to bring in an extra 104 officers and operational staff. This is made up of 79 new posts consisting of 64 police officers and 15 front-line staff with an additional 25 posts that would have been lost over the year. This is the first time in over a decade that the Force has been able to add extra numbers



to the establishment.

At the time of writing this report, we are nearing the end of a series of community engagement events in all 11 boroughs of the county where the Chief Constable, local Borough Commander and I have met with residents from across the county to hear their concerns.

I am well aware that issues such as anti-social behaviour, drugs, bad driving or parking and the impact of unauthorised traveller encampments, which featured heavily last summer, are on the minds of many residents.

In the next year I am keen to see Surrey Police maintaining a focus on those areas which impact our local communities whilst also tackling the growing threat of county lines gangs and organised criminality.

These meetings reinforced to me how much our communities value their local police and all they do to keep everyone safe. My continued thanks go to all those who work for Surrey Police for their professionalism and dedication in often challenging circumstances. I would also like to thank the residents of Surrey for their views and suggestions, all the volunteers, charities and organisations we have worked with over the last year and my staff in the Office of the Police and Crime Commissioner for their efforts.

I look forward to working with you all again over the next year to continue providing a policing service the people of Surrey can be proud of.

*David Munro*

**David Munro**

Police and Crime Commissioner for Surrey

## PCC's year at a glance

*This year has seen a number of important announcements from the PCC's office including the appointment of a new Chief Constable in Gavin Stephens and the purchase of a site for a brand new headquarters in Leatherhead.*

Here is a month-by-month guide to some of the key events the PCC and his office have been involved in over the last year:

### April 2018

- The PCC welcomes a government consultation on unauthorised encampments that includes the widening of police powers and provision of transit sites.
- Two teenage students visit Surrey Police HQ to present to the PCC on whether officers should be routinely armed as part of their GCSE coursework.

### May 2018

- The PCC backs Finns Law as new legislation is sought to provide longer punishments for those who attack service animals.

*May 2018 – PCC gives his backing to Finns Law to better protect service animals*



- A new Police and Crime Plan is launched as the PCC announces his priorities and strategic planning up until April 2020.

### June 2018

- The PCC leads a team from his office on the 'Light the Lakes' challenge to scale a peak in the Lake District to raise money for the COPS charity for fallen police officers.
- A new strategy from the Ministry of Justice to divert women offenders away from prison is welcomed by the PCC.



*June 2018 – A Surrey OPCC team take part in the 'Light the Lakes' challenge to raise money for police charity*

### July 2018

- A new pilot project named Clean Sheet, to help ex-offenders find employment in Surrey, is launched thanks to funding from the PCC's office.
- The Surrey Chamber of Commerce and OPCC team up to organise the first ever Modern Slavery Business Event in the county in Guildford.

### August 2018

- The PCC announces he is commissioning an urgent independent review following the decision to dismiss a high profile court case due to failures in the disclosure process.
- A brand new fleet of 30 electric cars is unveiled as Surrey and Sussex Police look to move to a more greener and efficient fleet.

### September 2018

- The PCC announces that he will not be seeking a change of governance for Surrey Fire and Rescue Service.
- Surrey Police and the PCC support the 'Save a life, Surrender your Knife' campaign in a week of action against knife crime.

### October 2018

- The PCC calls for a national licencing scheme for car washes and nail bars to combat modern slavery in Surrey.
- Following the publication of a report by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), the PCC commends Surrey Police's crime recording accuracy following a 'good' grading.

### November 2018

- The PCC gives support to the NSPCC new safeguarding service that teaches children across Surrey to stay safe from abuse.
- The HMICFRS publish a report raising concerns about the



*August 2018 – PCC hails move to a greener police fleet as he unveils new electric cars for Surrey and Sussex Police*



mental health of officers, which is welcomed by the PCC.

#### December 2018

- Chief Constable Nick Ephgrave announces he will be leaving Surrey Police to take up a senior role with the Metropolitan Police. The PCC thanks the Chief Constable for his 'outstanding leadership' over the last two years.
- The PCC welcomes the financial boost for police forces after the government announces increased funding will be available to support frontline policing.

#### January 2019

- Surrey Search and Rescue unveil their new emergency vehicle, part funded by the PCC's office.
- The Council Tax Precept survey launched by the PCC finishes with 75% of Surrey residents surveyed stating they were happy to pay extra for an additional 100 officers

and operational policing staff around the county.

#### February 2019

- The Police and Crime Panel unanimously votes in favour of the increased Council Tax Precept.
- The PCC welcomes further government plans on unauthorised encampments in addition to those announced in April 2018.

#### March 2019

- After nearly 70 years at Mount Browne in Guildford, the PCC announces that Surrey Police will be moving to a new headquarters in Leatherhead following the successful purchase of a site in the town.
- Gavin Stephens is announced as the new Chief Constable of Surrey Police. The PCC says that he will bring his 'unmistakable brand of energy and passion' to the role.



*January 2019 – A new Surrey Search and Rescue emergency vehicle hits the road thanks to funding from the PCC's office*

## Progress made against the Police and Crime Plan

*I believe the best plans are ones that continue to evolve over time so the half-way point of my current four year term of office felt like a good time to refresh my Police and Crime Plan.*

It was launched last May with the six priorities I believe Surrey Police needed to focus on in the next two years and was designed to ensure they stay ahead of new crimes, crack down on emerging trends such as the recent rise in burglary and ensure victims of crime are properly supported.

A key part of my role is to monitor the Force's performance and scrutinise progress against my Plan through regular performance meetings with the Chief Constable. Every other one is webcast live so we can be open and transparent with the public about what is happening in policing in Surrey.

The first priority in my new plan was **Tackling Crime and Keeping Surrey Safe** and there has been both positive progress in a number of areas but equally some areas where improvements are still needed.

Crime has continued to rise nationally and whilst Surrey has followed that trend, total recorded crime in the county has slowed in comparison to previous years, with a 5% increase in 2018/19, compared to a 14% increase the previous year.

Some crime rises, particularly those against vulnerable people, should be viewed as a positive indicator that victims have an increased confidence to come forward and report offences to police. As such, we have seen a large increase in reports of domestic violence, rape and sexual offences, child abuse and hate crime.

In addition, the impact of new crime codes being added to the national statistics such as harassment and stalking and improvements in recording standards and data

accuracy should also be taken into account.

One area that I highlighted in last year's report that was causing concern amongst residents was a spike in burglary and I am pleased to say that the tide has turned over the last year. There have been 419 fewer offences across the county which equates to a 6.5% reduction.

This has been the result of some really hard work by Surrey Police in targeting and disrupting criminal gangs and offenders who were responsible and I hope to see the momentum continue over the coming year.

Over the last year, I have continued to monitor closely the plans to tackle the threat of terrorism in Surrey. Following the Parsons Green attack in 2017, scrutiny was rightly placed on the Prevent programme. It was vital lessons were learnt from that case and since then the process in the county has been improved but it remains crucial that Surrey Police continue to work closely with partners,

locally and nationally, to deter and defeat terrorists.

In March we did have a terror-related incident in Stanwell which at the time of writing this report is going through the court process and I will be following the case with great interest. We cannot afford to be complacent for one minute on this crucial area of policing.

One issue which has dominated the national headlines in 2018/19 was the rise in knife crime which thankfully remains low in Surrey. Much of what does take place is related to drugs and gang activity, some of which spills over the border from London and the Force is working hard to tackle and prevent the threat of 'county lines' gangs who are using young people in local towns to spread their supply network.

A couple of high profile incidents in Surrey during the last year has brought the issue sharply into focus and the Force is working with a number of key partners to implement





a joint strategy to tackle all types of knife crime. Statistics show although figures have risen slightly - Surrey has the lowest number of offences involving a knife in serious crime of any county in the country.

Another area where progress has continued has been the response to the 101 non-emergency number with waiting times now an average of 1 min 5 seconds, down from 1 min 51 seconds last year, whilst over 95% of 999 calls are answered with 10 seconds. Whilst this is good news, I know from talking to residents that the 101 number remains an important issue and we cannot afford to rest on our laurels in terms of sustaining those improvements made.

The percentage of the public asked in the Force's Joint Neighbourhood Survey (JNS) whether they agree Surrey Police deal with anti-social behaviour and crimes that matter in their area has slipped from around 77% to 71.6%. Analysis has cited local issues such as rowdy behaviour, noisy neighbours and speeding and inconsiderate driving as reasons why and this needs to be addressed as we move forward.

One of the ways the Force is seeking to **Build Confident Communities**, the second priority in my plan, is by having local neighbourhood teams work on problem solving to address these issues. A system has been set up to capture where local officers have identified a problem and set in place a plan for solving it and in the last year there have been 298 recorded.

Overall confidence in Surrey Police remains very high at around 88% which is one of the best in the country while the percentage of residents who say they feel safe walking alone after dark has remained consistently high at around 85%.

Ensuring those living and working in our rural communities in Surrey feel supported has remained a focus for policing in the county in 2018/19. Last summer, the National Police Chiefs' Council launched a new Rural



Affairs Strategy against which Surrey Police refreshed and assessed its own delivery plan. There are now two dedicated Rural and Wildlife Crime Officers in the Force while a network of rural crime SPOCs have been set up and trained in boroughs and our contact centre across the last 12 months.

Surrey Police has continued the progress made over recent years in how it is **Supporting Victims** - particularly in how it protects vulnerable people. At the time of writing this report, we are awaiting the annual assessment from HMICFRS which I hope will be another milestone in the improvements made since I became PCC in 2016.

As previously mentioned, our new in-house Victim and Witness Care Unit was launched on April 1 this year which I believe will really help put victims at the heart of policing and I am looking forward to see how it develops over the coming year.

Victim satisfaction levels have remained stable at just under 80% and my office continues to be involved in commissioning a number of services and projects which help support victims in Surrey through our Victims Fund which you can read more about later in this report.

**Preventing Harm** is my next priority and one area which needs attention is the disappointing drop from 20% to 17% in the positive outcome rate for crimes against vulnerable people,

known as 'high harm' offences, such as sexual offences, domestic abuse, child abuse and hate crime.

Whilst numbers of positive outcomes have remained stable, the number of reported offences have increased over the last few years, meaning the rate of positive outcomes has fallen. This is an area I will be looking for improvements in as the next year progresses.

Over the last 12 months, Surrey Police has been working with partner agencies to reduce the number of repeat missing people which have seen some recent progress. We have continued to see growing demand relating to mental health incidents with the number of calls to police increasing during 2018/19. Despite this, the number of those detained under Section 136 of the Mental Health Act in Surrey continues to decline thanks in part to closer multi-agency working.

In December 2018, Surrey Police launched a Joint Response Unit (JRU) together with the Ambulance service which aims to provide a more effective emergency response to those with multiple disadvantages and vulnerabilities. In its first three months, 40% of the incidents the unit responded to related to mental health crisis and it is providing better outcomes for those people in accessing more appropriate health based support services.

I am determined to make Surrey



Police as efficient as possible by ***Making Every Pound Count*** which is another key priority in my plan. Over the last year 67.5% of the Force budget was spent on front-line policing which was a very slight decrease on last year and I am really keen to see that figure rise going forward. The Force has been increasing front-line staff over the last few years, however as many staff are new in service, and therefore are the lower end of the pay scale, the percentage of budget spent has reduced slightly.

The Force's significant savings programme has continued with the planned target of £5.3m in savings being met over the last year and there are more to be made over the coming years. Sustained efforts have also continued to collaborate closely with both our colleagues in Sussex and other forces in the region to make further efficiencies. Many of the policing services in the county are now provided by joint Surrey and Sussex Police teams.

In my Police and Crime Plan I make clear my determination to target resources at the front line. As previously mentioned, the Police and Crime Panel approved my proposed 10% increase in the policing part of the Council Tax for 2018/19 which has meant Surrey Police can add an extra 104 officers and operational staff to

its establishment over previous plans.

This will include doubling the number of officers in our dedicated neighbourhood teams across the county, investing in detectives to tackle serious organised crime and drugs and increasing the number of officers in our public protection team investigating abuse against vulnerable people. The plans also include introducing a Youth Intervention Officer in every borough in the county.

To meet the new 64 police officer and 15 front-line police staff posts and predicted wastage, 163 police

constables will be recruited over five cohorts. The first 64 of these will join in summer 2019. Further cohorts will come on board later in the year while 15 officers will be joining via the Police Now (the national graduate leadership programme) entry route. The force is also actively encouraging transferees with 12 detective constables having already joined in April 2019. It will take the Force some time to fully recruit into these roles due to capacity and recruitment and training. To support the neighbourhood teams whilst this takes place, options regarding the recruitment of additional PCSOs are being considered.

I have also instigated an efficiency review within the Force, including my own office, which will look at ensuring we are providing the very best value for money we can for the residents of this county.

At the same time, Surrey Police is continuing with its plans to build ***A Force fit for the Future*** which is equipped to meet the challenges of modern policing. You can read more about our big announcement this year on the purchase of a site in Leatherhead for a new headquarters and operational base further on in this report.





## Police and Crime Plan Performance

Key Performance Measures	2017/2018 Performance	2018/2019 Performance
% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area	77.7%	71.6%
Recorded Burglary Offences	6472	6053
Positive Outcome Rate for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	19.6%	17%
% of people who feel confident in neighbourhood police	89.6%	87.9%
% of Force budget spent on front-line policing (Source: HMICFRS)	69.9%	67.5%
Average time taken to answer 101 call	1 min 51 secs	1 min 05 secs
% of 999 calls answered within 10 seconds	93.7%	95.5%
Problem solving occurrences (where Surrey Police have identified and actioned a local problem)	120	298
% residents who say they feel safe walking alone after dark	84.3%	85%
HMIC grade for protecting vulnerable people (from PEEL Effectiveness Inspection)	Good (PEEL inspection report published March 2018)	Expected August 2019
% of victims of crime surveyed satisfied with police service	79.4%	78.9%
Savings achieved	£5.39m	£5.3m

## PCC Funding, Grant Giving and Commissioning

*Since I came into post in May 2016, my office has issued grants totalling over £6 million to services and projects across Surrey that help support victims of crime, improve community safety and help reduce reoffending.*

This is one of the key functions of my office and we have a dedicated team that manage our two funding streams – the Victims Fund and the Community Safety Fund.

The Victims Fund is made up of a grant of around £1.4m from the Ministry of Justice and a large proportion of this money is used to provide an initial referral and support service for victims of crime. The national charity Victim Support had been acting as the provider during 2018/9. However from April 1 this year our new in-house Victim and Witness Care Unit will be carrying out this important function.

The remaining budget of around £1m was this year split through the award of grants to specialist victims services in the particular 'high harm' areas of domestic abuse, child sexual exploitation and rape and serious sexual offences.

These services provide that crucial support to often vulnerable victims in trying to piece their lives back together from the effect of these

damaging and complex crimes. During 2018/19, the Victims Fund has continued to commission some really vital projects such as outreach services, support in women's refuges and services for victims of child abuse and serious sexual offences.

Around £500,000 from our Community Safety Fund (CSF) this year also helped finance projects big and small across Surrey in areas such as supporting those affected by anti-social behaviour and increasing safety for children and families.

My office has continued to invest in the establishment of Joint Enforcement Teams, a partnership initiative between Surrey Police and local councils to tackle a range of issues including anti-social behaviour, parking, fly-tipping and other community safety issues.

This year also saw the launch of the innovative Crimestoppers Fearless project in Surrey for which my office has funded a Fearless worker for the county. They work with young people aged 11 -16 to empower them

against child sexual exploitation and abuse, modern slavery and County Lines.

In Reigate and Banstead, we have helped fund a project called Street Talk which will deliver preventative and diversionary projects for young people at risk of getting into trouble. We have also funded a mentoring project through Surrey County Council to support the St Giles Trust in engaging with a number of very difficult to reach young people who are at the highest risk of exploitation.

The remaining £250,000 in the CSF is used to fund projects aimed at reducing reoffending. This has continued to be a really important focus for my office during 2018/19 and I believe we are making progress through the schemes we are helping fund in Surrey.

In January – the deferred prosecution scheme for low-level offending called Checkpoint which my office has been heavily involved in went live in the county. The process means that at the point of caution, charge, or summons - those eligible will be invited to join as an alternative to prosecution. If they fail the scheme, the prosecution will continue.

The case is handed to a trained Navigator who may be a police officer, police staff or specialist worker who will work with the offender through the contract and speak to the victim to assess what their needs may be. A Checkpoint Plus element has also been added to the scheme to include offenders with multiple disadvantage, initially women offenders, women domestic abuse offenders and care leavers.

Whilst it must be used in appropriate







circumstances of course, the scheme will offer a positive alternative to entering the criminal justice system for those who have committed low-level offending and I am really interested to see how it progresses over the coming year.

One of the biggest problems faced by those released from prison is that they often have nowhere to live and analysis has shown that this is the case for around one in five in Surrey. We have continued over the last year to work with organisations such as the Amber Foundation and Transform to provide funding for

accommodation in the county.

I believe this is having a positive impact and I was really pleased to see that a Ministry of Justice report on Amber, where we fund three beds, highlighted that the one-year reoffending rate has shown a significant reduction for those that have used their service in Surrey.

My office was also successful in a bid to the Ministry of Housing, Communities and Local Government for funding for a rough sleepers Navigator post which will be managed by the brilliant York Road Project

in Woking.

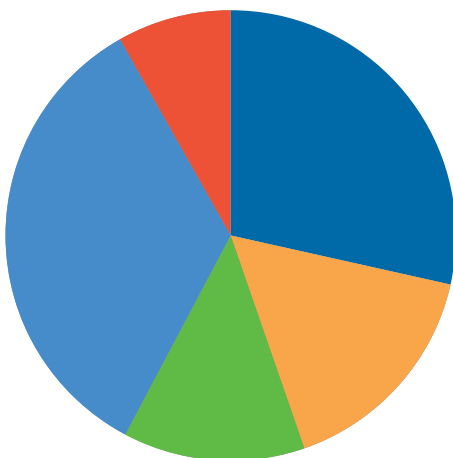
We have continued to support 'Through the Gate' services where prisoners are supported in the final stages of their sentence through projects which continue following their release. This includes the mentoring service based at Highdown Prison near Banstead delivered by The Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC) and a new pilot scheme in Surrey to help ex-offenders find employment called Clean Sheet.

I strongly believe if the right services are offered to offenders who have found themselves in the criminal justice system then we can help steer them away from returning to a life of crime meaning the communities in which they live will also benefit.

This is just a snapshot of the great work our funding streams support in Surrey. If you want to learn more about how we are helping organisations across the county or if you want to know how to apply for a grant for a community safety or victim based project – then visit our dedicated Funding Hub here: [funding.surrey-pcc.gov.uk](https://funding.surrey-pcc.gov.uk)

**Victims Fund 2018/19**

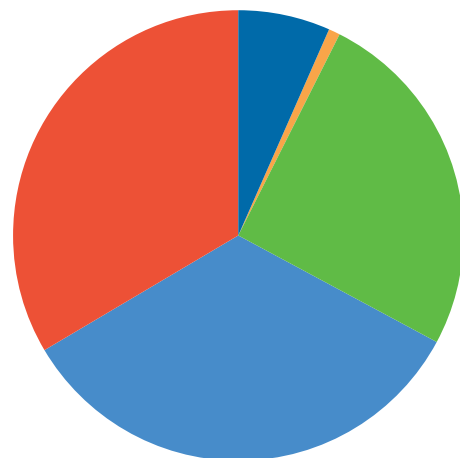
Total Spend: £1.4m



DOMESTIC ABUSE	£402,556	29%
CHILD SEXUAL EXPLOITATION	£226,110	13%
RAPE AND SEXUAL ASSAULT	£176,361	16%
REFERRAL	£480,386	34%
SUPPORT COSTS	£111,460	8%

**Community Safety Fund 2018/19**

Total Spend: £745,636



DOMESTIC ABUSE	£51,550	6.0%
HATE CRIME	£3,000	0.5%
ANTI-SOCIAL BEHAVIOUR	£189,539	25.4%
CHILDREN & FAMILIES	£251,207	33.7%
REDUCING REOFFENDING	£249,841	33.5%

## Engaging with the Community

*I am always eager to hear from those who work and live in Surrey and to listen to their opinions on policing within the county.*

At the time of writing this report, we are coming to the end of our 'Policing Your Community' events, a joint venture with Surrey Police that has taken us around all eleven boroughs and districts in the county in order to talk to residents about policing in their local area.

These events allowed for the public to ask questions of myself, the Chief Constable and local Borough Commanders about what policing priorities are important to them and how we plan to use the extra 104 officers and operational staff that will be added following the increase in the council tax precept. We are gathering feedback from those who attended those events which has so far been really positive and there are plans to do a further round of events later in the year so watch this space!



In addition, over the last 12 months I've had around 150 different meetings, events or visits with local charities, residents groups, service providers and crime prevention organisations. I have had the pleasure of meeting faith leaders including those from the Muslim and Jewish communities, as well as visiting youth groups and local schools. My office has also received over 1,200 letters and emails from members of

the public who have contacted us about various different issues.

Our Twitter account has nearly reached 6,000 followers, with our tweets having made over 550,000 impressions. We have recently re-launched our LinkedIn channel to further our online presence and our Facebook page had a reach of over 282,000 people through our regular updates.

Alongside a host of videos that can be found on our social media channels on topics such as rural crime, County Lines and Anti-Social Behaviour, I have been interviewed by regional television and radio media while my office has issued regular press statements and updates throughout the year which have appeared in the local online and print media.



Twelve months ago, I urged everyone to sign up to the Surrey Police community messaging service 'In the Know', which now has over 12,000 people registered. The service provides key information via email messages to those signed up to the scheme that could include details about crimes, witness appeals or a policing event in the local area. I would encourage any Surrey resident not already signed up to get involved



– it's a great service.

Over the last year I have continued to play an active role in a number of boards set up to co-ordinate partnership activity across Surrey on community safety. This includes being the chairman of the Criminal Justice Board and the Community Safety Board as well as being a member of the Health and Wellbeing Board.

Having now been in post for two years as Association of Police and Crime Commissioners (APCC) lead for Equalities, Diversity and Human Rights (EDHR), I have continued working with partner organisations and colleagues on various different issues at a national level such as Stop and Search and the issues around Unauthorised Encampments (UEs) which you can read more about later in this report.





# Volunteering

## ICVs

Our Independent Custody Visitors (ICVs) have continued to provide an essential service in the county over the last year by giving up their time to check on the welfare and treatment of people held in custody. ICVs are volunteers who visit police stations at random, in pairs, and speak to detainees in Surrey's three custody suites in Guildford, Staines and Salfords to ensure police processes are open to independent scrutiny.

Volunteers must be over the age of 18 and live, study or work within the Surrey policing borders. Although the management and oversight of the scheme is a statutory responsibility of the PCC's office, our ICVs are entirely independent from the police and come from a variety of backgrounds and sections of the community. By the end of 2018/19, there were 39 volunteers in Surrey which included 14 new volunteers who had completed their training.

They carried out 187 unannounced visits spending a total of over 286 hours in custody which given they always visit in pairs or groups of three amounted to 622 volunteered hours. ICVs look, listen, observe and at the end of each visit, report back to the OPCC on their findings. The OPCC takes any issues raised to Surrey Police in the appropriate way, keeping ICVs informed of feedback and actions agreed. Over the last year, ICVs raised and resolved concerns around issues such as female dignity, foreign nationals, sleeping reviews and anti-rip clothing.

I would personally like to thank them all for their continued service in this vital role.

## Volunteer Police Cadets

I am particularly proud of the Volunteer Police Cadet scheme which my office helps fund and continues to go from strength to strength since



its introduction in Surrey in 2016/17. The numbers of cadets in the county has risen to 211 and are attached to schools in Elmbridge, Guildford, Reigate and Banstead, Epsom and Ewell, Runnymede and Woking. There are currently 50 adult leaders made up of officers, staff and police support volunteers who continue to give up their time to allow the scheme to thrive.

Cadets have continued to volunteer hundreds of hours supporting charities both in and outside of the county from the likes of Cancer Research and the Children's Trust through to local hospices. They have also supported policing operations by delivering key messages out to our communities and taken part in workshops to mark occasions such as the inaugural Stephen Lawrence Day.

The scheme is open for young people aged between 13 and 17 who can gain knowledge and experience in policing and develop their own skills. There are two new units coming in



the next year which will help further the aspiration of having one in every borough in the county and you can keep up date with what the Cadets are up to by following their recently launched Twitter account.

## Special Constabulary

The Special Constabulary provide crucial support to our policing teams across Surrey and this year my office continued to support a dedicated Police Officer post to coordinate and facilitate its growth. In 2018/19, our Specials made a significant contribution to the Force's aerial policing support by operating their own dedicated drone which has been deployed over 100 times. They have joined policing teams at Gatwick and also crewed the Joint Response Unit working alongside the South East Coast Ambulance Service.

The Special Constabulary has grown by a third over the past three years to its current establishment of 148. The Force is working to a target of 200 Special Constables and I remain committed to helping them achieve that goal.

## Police Support Volunteers

Surrey Police has 130 Police Support Volunteers whose different roles include community engagement, role players, kennel attendants, Independent Advisory Group Members, Chaplains and Victim and Witness Support Volunteers. The Force has recently developed specialist Police Consultant Volunteer roles in cyber and economic crime investigation which is an area I hope will continue to grow in the future.

It was evident from our recent roadshows that there are many individuals across Surrey's communities that want to support policing. By creating a range of different volunteering opportunities the Force hopes to encourage more residents to join their volunteering family – an ambition I fully support.

## Looking ahead to the future



### New Force Headquarters and Operational Base

In March this year we had big news to share – following a detailed search for a location in a more central part of Surrey we have successfully purchased a site in Leatherhead to develop a new Force Headquarters.

The new site will become an operational hub housing specialist teams as well as chief officers and senior leadership team, support, corporate functions and training facilities. It will replace the existing Mount Browne HQ and Woking Police Station in addition to replacing Reigate Police Station as the main Eastern divisional base.

I am well aware of the value Surrey residents place on local policing and I want to reassure people living in Woking and Reigate that our local neighbourhood presence in those communities will not be affected by these plans. Further sites at Burpham and Godstone where the Roads Policing Team and Tactical Firearms Unit are based will also be moved to the new location. Guildford and Staines police stations will be retained, accommodating Western and Northern divisional teams.

The sale of those five sites will fund

a significant proportion of the cost of buying and developing the new Leatherhead base and the Force hopes the new building will be fully operational in around four to five years' time.

The most important factor for me is that we provide value for money and deliver an even better service to the public. We have looked carefully at the budget for the project and even taking into account the inevitable relocation costs involved, I am satisfied this investment will provide savings in the long-term.

A police force's most valuable asset is of course the officers and staff that work around the clock to keep our county safe and this move will provide them with a much better working environment and support.

Our Mount Browne HQ has been at the heart of policing in this county for almost 70 years but it was no secret the buildings were outdated and poor quality. We must now look to the future and have a unique opportunity to design a new policing base fit for a modern day police force.

I believe this heralds the start of a new chapter in the proud history of Surrey Police but whilst the announcement of this deal marks an

important milestone, the real hard work is ahead of us. There is much to do but we can now make detailed plans that will shape the future of policing in this county.

### Unauthorised Traveller Encampments

It is fair to say the summer of 2018 was a difficult one in Surrey in terms of responding to Unauthorised Traveller Encampments (UEs) following an unprecedented number across the county.

Between 1 April 2018 and 23 November 2018 there were a total of 187 UEs recorded and whilst it is important to stress that the majority of the Traveller population are law abiding – there were undoubtedly a number of issues.

The police and local councils greatly improved their response in dealing with these encampments and taking swifter action to move them on where required. However we increasingly found that those encampments are moving on to other nearby locations and the process starts again.

Equally, I know from the numerous correspondence my office received that residents from settled communities in different areas of Surrey are concerned about the impact of UEs and associated criminality.

With this in mind, Surrey Police have reviewed and refined the plans for their response to achieve consistency and refreshed relationships with our local authorities.

There is a delivery plan and joint working protocol now in place together with a quarterly regional UE meeting between the police and all local authorities to share information and tackle any issues that arise.

I remain committed both in my national APCC role and as the





budgets have been stretched to the limit.

However there is still much hard work to be done and a number of things I want to see prioritised for the rest of 2019/20. Emerging trends such as county lines, serious organised crime and exploitation needs to be an important focus for policing going forward. I am also keen the Force continue to tackle issues that concern local residents such as anti-social behaviour (ASB), drugs and driving offences.

In the next year – I want to see a focus on police use of powers to deal with UEs, further engagement with young people and schools across Surrey and a relaunch of the county's DriveSmart strategy.

I also want to see a continued commitment to the county's Joint Enforcement Teams (JETs) which see the police and local councils working together to tackle local issues such as ASB, noise and fly-tipping.

I have spoken to thousands of residents during my time in this role and I know how much the Surrey public value the continued hard work and dedication that our officers and staff put in every day. I would like to thank each and every one of them for their continued commitment to keeping our county safe.

Commissioner for Surrey to help find a longer term solution. I have been clear with senior officers that I expect any criminality associated with unauthorised Traveller encampments to be dealt with swiftly but fairly and will be closely monitoring the situation in Surrey.

I have continued to lobby nationally and locally for the provision of transit sites providing temporary stopping places with proper facilities in the county. I am pleased to say that progress is being made in identifying potential sites but it is a difficult process that will take time.

Such sites have proved successful in other areas of the country and I have been to visit one in Sussex to see for

myself how they are set up. Whilst it may not be a complete solution – I believe it would do much to provide that careful balance between meeting the needs of the Traveller communities and easing the impact on settled communities. It would also give the police extra powers to direct those in unauthorised encampments to a designated place. I hope to see further progress made on this during the coming year.

**2019/20**

In the three years I have been in post, I believe real progress has been made in how this county is policed and there are solid foundations in place for a bright future. This has been achieved at a time when



# Contact Us

To find out more about PCC David Munro's Police and Crime Plan and the work of the Office of the Police and Crime Commissioner (OPCC) - please visit our website:



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If you want to know what's happening in Surrey - you can also sign up to the In The Know community messaging system at: [www.intheknow.community](http://www.intheknow.community)

You will receive email updates about your community including witness appeals, crime updates, crime prevention advice and news and can control how often you are contacted and by whom.

For more details about the Surrey Police budget from the year 2018/19 or to obtain a copy of our most recent statement of accounts, please call our office on **01483 630200** or email **SurreyPCC@surrey.police.uk** or write to us at: **PO Box 412, Guildford, Surrey, GU3 1YJ**

Always call **999** if you have a genuine emergency requiring the attendance of the police or if a crime is in progress. Call Surrey Police on **101** or use the online reporting system at [www.surreypolice.uk/contact-us](http://www.surreypolice.uk/contact-us) for non-emergency matters only.

If you are hard of hearing or speech impaired, you can textphone Surrey Police on **18001 101** (non-emergency) or **18000** (emergency) or text on **07967 987249** or **999** (register at [www.emergencysms.org.uk](http://www.emergencysms.org.uk)). To report crime anonymously - call Crimestoppers on **0800 555 111**

**With thanks to Charlotte Cooke from Surrey Police for additional police images.**