

Annual Report

2021 - 2022



OFFICE OF THE POLICE &
CRIME COMMISSIONER FOR
SURREY





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Lisa Townsend
Police and Crime Commissioner for Surrey

Introduction

Welcome to the Annual Report for 2021/22, my first full year in office as your Police and Crime Commissioner for Surrey.

It has been a real privilege to serve the people of this fantastic county and I've enjoyed every minute of it so far. This report is a good opportunity to reflect on what has been achieved since I was elected in May last year and to tell you a little about my ambitions for the future.

One of the biggest challenges has been getting to understand the complexities of the role and the sheer breadth of what being a Police and Crime Commissioner involves. It carries an incredible amount of responsibility - from holding the Chief Constable to account for the performance of Surrey Police on behalf of residents, through to setting a budget of over £250m a year.

One of my first key decisions was to appoint my Deputy Commissioner Ellie Vesey-Thompson and I wanted to make sure that from the outset that we provided a strong partnership that was visible and accessible to the public we represent.

We've both been busy getting out and about, meeting residents and listening to their concerns, and visiting those services and projects my office commissions that support victims of crime and local communities.

We have also been joining police officers and staff on the frontline to see how they are leading the fight against crime across multiple areas of policing, from our local neighbourhood teams through to those policing our roads or searching for missing people and those dedicated proactive officers tracking drug dealers in our communities.

I have seen first-hand the amazing job they are doing and it is really important to stress how incredibly hard they are

working on a daily basis to keep our communities safe. I have nothing but admiration for the job they do in often very difficult circumstances, and they deserve the thanks of all of us.

I know from speaking to the Surrey public that we all want to see more of them on the streets of our county tackling those issues that matter most to our communities. Surrey Police are working hard to recruit an extra 150 officers and operational staff this year with a further 98 to come in the year ahead as part of the Government's uplift programme which will give our policing teams a real boost.

In February, I set my first budget for the Force and the small increase in council tax contributions from residents will mean Surrey Police are able to sustain their current policing levels and give the right support to those extra officers we are bringing in.

In December, I launched my Police and Crime Plan which was firmly based on the priorities that residents told me they felt were the most important such as the safety of our local roads, tackling anti-social behaviour and ensuring the safety of women and girls in our communities which I have strongly championed during my first year in this post.

We carried out the widest consultation with the public and our partners that this office has ever undertaken to make sure your priorities are my priorities, and I will be holding the Chief Constable to account on delivering against them over the next two years.

“ I would like to thank everyone who has been in contact over the last year and I am keen to hear from as many people as possible about their views on policing in Surrey so do please keep getting in touch. ”

There is always more to do of course and there is undoubtedly room for improvement in many areas of performance – in particular how many crimes are being solved and in maintaining the confidence our communities have in their local police.

We are lucky enough to live in one of the safest counties in the country, but I share the same ambition as the Chief Constable in ensuring that not only do we keep our residents safe in Surrey but that they also feel safe.

I often say people focus on the ‘Police and Crime’ aspect of the role but not so much on the Commissioner side which is such an incredibly important part of what a PCC does.

Over the last year my office has awarded over £4million to projects and services which help survivors of domestic abuse and sexual violence as well as supporting local projects in our communities which help tackle issues such as anti-social behaviour and rural crime.

I have a great team working in our office and over the last year they have helped secure over £2m in extra government funding which we have applied for which has helped strengthen our support to these services.

It includes money we have secured from the Home Office’s Safer Streets Fund to improve safety for women and girls using the Basingstoke Canal in Woking and combat burglaries in the Tandridge area, and we are currently in the process of applying for more funding in the next round of Safer Streets.

We have also launched some major new services to tackle stalking and child criminal exploitation, and a service aimed at the perpetrators of domestic abuse. I have visited many of these projects over the last year and have seen what a vital difference they can make to people’s lives.

There have been some big decisions to take during my first year, not least on the future of the Surrey Police Headquarters which I have agreed with the Force will remain at the Mount Browne site in Guildford rather than the previously planned move to Leatherhead. I believe it’s the right move for our officers and staff and will provide the best value for money for the Surrey public.

I would like to thank everyone who has been in contact over the last year and I am keen to hear from as many people as possible about their views on policing in Surrey so do please keep getting in touch.

My thanks go to all those who work for Surrey Police for their efforts and achievements over the last year in keeping our communities as safe as possible. I would also like to thank all the volunteers, charities, and organisations we have worked with and my staff in the Office of the Police and Crime Commissioner for their help over the last year.

Lisa Townsend

Lisa Townsend,
Police and Crime Commissioner for Surrey



The Office of the Police and Crime Commissioner

I am supported by a small team of staff based at Surrey Police HQ. The team assists me in delivering my policing priorities, commissioning local support services and fulfilling wider statutory obligations, including oversight of police performance, budget setting and engagement with the public.

Our impact in 2021/22

Representing your voice



2,962

enquiries by email, phone and social media. You can also request a meeting with the Commissioner directly.

45,729

unique visits to the Commissioner's website, including 2,797 visits to learn about the Commissioner's role in Surrey.

1,530

new followers on social media. You can also visit our new account with updates from the Deputy Commissioner.

5,238

responses to surveys on the Police and Crime Plan, performance meetings and council tax.

Funding local services



£2.7m

to provide specialist support for victims of crime.

£531k

to improve Community Safety, including a new focus on protecting children and young people.

£552k

to reduce re-offending, by tackling the root causes of offending behaviour.

£1.4m

additional funding secured to prevent violence against women and girls, challenge perpetrators' behaviour and support victims.

Monitoring police performance



04

Public Performance and Accountability Meetings held with the Chief Constable, including discussions on burglary, CCTV, road safety and other topics.

815

Complaints about Surrey Police received by the Commissioner's office, 158 requests for Independent Complaint Reviews were processed.

300

hours volunteered through 98 unannounced custody visits by Independent Custody Visitors (ICVs)

12

Responses to reports by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

Further information about the team can be found on our website: surrey-pcc.gov.uk

Year at-a-glance



May

- ▶ Lisa Townsend vows to keep resident's views at the heart of her plans as she becomes the next Police and Crime Commissioner for Surrey following election win.
- ▶ The Commissioner joins Crimestoppers and Surrey Police teams in raising awareness of County Lines criminality during a week-long crackdown across the county.

June

- ▶ The Commissioner warns drink drivers not to take the risk as she backs campaign to coincide with the start of the Euro 2020 football tournament.
- ▶ Over £300,000 in Safer Streets funding from the Home Office is secured by the Commissioner's office to help tackle burglary and neighbourhood crime in Tandridge.

July

- ▶ Surrey's Deputy Commissioner Ellie Vesey-Thompson is confirmed in post and outlines her plans including a focus on rural crime and engagement with young people.
- ▶ The Commissioner welcomes a new government policing plan which is launched during a visit by the Prime Minister and Home Secretary to Surrey Police headquarters.

August

- ▶ The Deputy Commissioner voices her support for the National Farmers Union 'Take the Lead' campaign, urging owners of dogs to always keep them under control as part of Rural Crime Week.
- ▶ The Commissioner and Deputy pay a visit to see one of the Community Payback projects

September

- ▶ The police response to a number of protests on the M25 in Surrey by the Insulate Britain is praised by the Commissioner who calls for a stronger response from the criminal justice system.
- ▶ The Commissioner says all agencies must work together to end violence against women and girls after national report on police response.

October

- ▶ The Commissioner's office secures £175,000 from the next round of Safer Streets funding for project to improve safety of women and girls in Woking.
- ▶ Following a worrying national rise in drink spiking cases – the Commissioner uses her own experience of being targeted to raise awareness of the dangers.

November

- ▶ It is announced that Surrey Police Headquarters will remain in Guildford following a landmark decision made by the Commissioner and the Force to abandon plans to move to Leatherhead.
- ▶ The Commissioner joins a march through Guildford to mark the International Day for the Elimination of Violence Against Women.

December

- ▶ The Commissioner's Police and Crime Plan is unveiled following the widest consultation with the public and partners ever carried out by the office.
- ▶ A new service for young people at risk of criminal exploitation in Surrey is launched by the Deputy Commissioner with charity Catch22.

January

- ▶ Around 2,700 people respond to the Commissioner's public survey with their views on whether they support a 3.5% increase in the police council tax precept to protect policing levels in Surrey.
- ▶ The first of a new series of public performance meetings where the Commissioner holds the Chief Constable to account takes place live on Facebook.

February

- ▶ The Commissioner's council tax proposal is agreed following a meeting of the Police and Crime Panel at County Hall.
- ▶ The Commissioner joins a live online debate with Policing Minister Kit Malthouse and Sir Michael Barber on the challenges facing policing today.

March

- ▶ The Deputy Commissioner launches a competition for young people across Surrey to help design a new logo for the office.
- ▶ The Commissioner and Deputy join the call 'Break the Bias' as they celebrate International Women's Day.

Progress against the Police & Crime Plan



Reducing violence against women and girls in Surrey

I am committed to tackling all forms of violence against women and girls and my office has been working closely with Surrey Police, partner agencies and local charities to shine a spotlight on the inappropriate behaviours of some men, to hold perpetrators firmly to account for their actions and to ensure the best possible support is in place for victims of these horrific crimes.

Key progress during 2021/22:

- In 2021 Surrey Police became one of the first forces in the UK to launch a Violence Against Women and Girls Strategy, helping to harmonise and develop a consistent approach across multiple areas including domestic abuse, sexual offences, peer-on-peer abuse in schools and Harmful Traditional Practices. The strategy was formally recognised by HM Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) as good practice, with Surrey Police working closely with partners to disrupt and proactively target those using abusive and violent behaviours. The Force has also invested heavily in its dedicated Rape Investigation Team, doubling the number of Detectives. Work is also underway to address serial domestic abuse perpetrators, including the creation of problem profiles to better target activity.
- Responding to feedback received from the Surrey Police 'Call it Out' survey, which sought to understand concerns of women across the County, my office successfully bid for £175,000 from the Government's Safer Streets Fund to tackle issues along the Basingstoke Canal in Woking. This has included the removal of vegetation to improve visibility, cleaning of graffiti and the installation of new CCTV cameras which now cover the towpath. Part of the funding was also put towards encouraging positive behaviour change, with Surrey Police working with Woking Football Club to promote 'Do the Right Thing' - a campaign which challenges bystanders to call out misogynistic and harmful behaviour.



- We also made a successful bid to the Ministry of Justice for additional funding of over £800,000 to support victims of domestic abuse, rape and sexual assault. This funding has allowed Surrey to significantly increase the number of local Independent Sexual Violence Advisors and Independent Domestic Violence Advisors, whilst ensuring the continuity of wider community-based services such as counselling, helplines and dedicated work with children impacted by domestic abuse. In total over £1.8 million of funding was made available by my office to support victims of VAWG, representing 49% of our commissioning expenditure during 2021/22.
- Complementing local provision for victims, my office introduced a set of new domestic abuse and stalking perpetrator programmes, designed to work with offenders to address problematic and inappropriate behaviours and reduce the risk of further offending. Both Surrey Police and wider partners are now able to refer individuals into these services, and the stalking programme is ensuring that Surrey Police is well placed to meet its duties under the Stalking Protection Act 2019.
- I was also very pleased to formalise our relationship with and fund Streetlight UK, a charity that provides specialist support for women involved in sex-work that have experienced sexual violence and exploitation. Working alongside Surrey Police to help gain the support of victims, the service has been instrumental in securing prosecutions against human traffickers and those seeking to exploit women for financial gain.
- Beyond our commissioning activity, my team has been working closely with partner organisations involved in Domestic Homicide Reviews and Safeguarding Adult Reviews to ensure that staff across all local agencies have a better understanding of the factors that lead to deaths and are better placed to prevent reoccurrences. This coordinated approach is supporting focussed work with older victims, the development of training to improve the ability of staff to identify and escalate risk, and improved engagement with community and faith groups.
- My Deputy PCC now co-chairs the Surrey Female Strategy Group which held its inaugural meeting in December 2021. Surrey is amongst the first areas to bring partners together in this manner to improve outcomes for female offenders and to make communities safer by tackling the underlying causes of offending behaviour, including experiences of sexual violence and domestic abuse.





Protecting people from harm in Surrey

Crime and fear of crime can have a long-lasting detrimental impact on a person's health and wellbeing. I am committed to doing everything possible to protect children and adults from harm, placing a firm focus on understanding the experiences of victims and practitioners, listening to their voices and ensuring that feedback is acted upon.

Key progress during 2021/22:

- Significant work has been undertaken with Surrey County Council to develop the Surrey Police offer in school, ensuring that key safety messages are embedded in the County's Personal, Social and Health Education (PSHE) curriculum. Supporting this, my office has been leading on work to re-establish Surrey's Junior Citizen programme – a series of local events that aim to teach valuable life skills that will keep students safe.
- Just before Christmas I signed a three-year contract worth £390,000 with charity Catch22 to launch a new service for young people at risk of or affected by criminal exploitation in Surrey. A well-known example of criminal exploitation is the use of children by 'county lines' gangs, leading individuals into a cycle of offending that can be difficult to escape. The new service offers a combination of creative workshops and tailored one-to-one support to help individuals address the root causes of their vulnerability and ultimately remove themselves from unhealthy situations.





- The Office of the Police and Crime Commissioner has been a central partner in work to improve the County's Youth Offending Service following its inspection in 2019. Working closely with stakeholders, my team has supported the development of a new Youth Restorative Intervention programme whilst providing constructive scrutiny and challenge. The service was re-inspected in December 2021 and was awarded a 'Good' grading by HM Inspectorate of Prisons.
- Throughout the year I have continued to support the development of the Surrey Police Victim and Witness Care Unit, ensuring that all victims of crime in Surrey have access to high-quality support and advice. During 2021/22 the Unit made proactive contact with 48,730 victims of crime and my staff have worked with Surrey Police to introduce new dedicated Fraud Case Workers and a Stalking Advocate, providing immediate specialist advice with no need for onward referrals to external agencies.

- My office continues to fund the delivery of 'Checkpoint Plus' – an Out of Court Disposal scheme that works with individuals to address offending behaviour by addressing underlying problems such as substance misuse and past trauma. The scheme has a reoffending rate of just 5.79% after one year, compared to the general Surrey reoffending rate of over 20%.
- We have also funded a local Victim Navigator service that supports victims of modern slavery. The service works in partnership with Surrey Police and provides strategic advice to officers around victim engagement, as well as supporting the individual to make informed decisions about their journey through the criminal justice system. The Navigator programme has been externally evaluated and has been found to lead to significantly higher rates of engagement with police investigations.

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Working with Surrey communities so that they feel safe

I am committed to ensuring all residents feel safe in their local communities. By working together and intervening early to address the common factors that bring people into contact with the police and the criminal justice system, we can reduce crime, anti-social behaviour and help to improve outcomes for individuals and the wider community.

Key progress during 2021/22:

- Surrey Police continued to deliver on its commitment to recruit more police officers and staff, investing in key areas such as Neighbourhood Policing Investigation Teams and the rural crime team. This has been an enormous undertaking for the Force against a complicated national backdrop, but progress is being made and momentum maintained.
- Recognising that community safety is not just a policing matter and that all local agencies need to work collectively to address resident concerns, I have established a bi-annual Community Safety Assembly -
- bringing together key stakeholders to set strategic aims, address resident concerns and resolve challenges in delivering safer and healthier communities across Surrey.
- I have also been working with Surrey Police to review the use of the Community Safety Accreditation Scheme with Local Authorities. The scheme allows certain partner agencies to be awarded policing powers related to community safety, allowing us to better address local issues without occupying police time. My office is working closely with stakeholders to understand where we can ensure maximum impact.



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My office has also continued to support the Surrey Community Trigger process, allowing residents to escalate their concerns about unresolves cases of anti-social behaviour where they believe local agencies have failed to take appropriate action.
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- Recognising the devastating impact that ASB can have on individuals and communities, I was pleased to celebrate the third anniversary of the local Mediation Service. Funded by my office, the service provides a combination of mediation and coaching to those experiencing ASB, helping to de-escalate conflicts before they reach crisis point and empowering individuals to address difficult situations. The service has also widened its focus to address intergenerational conflict, helping young people and their families resolve disagreements through improved communication.
- My office has also continued to support the Surrey Community Trigger process, allowing residents to escalate their concerns about unresolves cases of anti-social behaviour where they believe local agencies have

failed to take appropriate action. We have worked with local authorities to better publicise the existence of the Community Trigger, ensuring that residents are aware of their rights and entitlements under the scheme.

- County Lines is a national issue involving the use of mobile phone 'lines' by groups to extend their drug dealing business into new locations outside of their home areas. This issue affects most police forces, and Surrey is sadly no exception. Cuckooing is a form of crime in which drug dealers take over the home of a vulnerable person to use it as a base for drug dealing. With the practice on the increase, I was pleased to approve funding to sustain a local service that protects people against this insidious form of exploitation, with experts working alongside police teams to share knowledge,

providing immediate support to victims and working with them to build resilience in order to prevent future exploitation.

- Since my election I have been clear that I want my office and Surrey Police to consider how we listen, speak, and work with young people in Surrey with the aspiration to do more. In support of this, I have launched an annual £275,000 Children and Young People's Fund, designed to deliver initiatives that give children and young people the best start in life. Projects will particularly target work that supports children as they reach their teens, helping to address the wide range of challenges young people face and supporting them in making good decisions about their future.





Strengthening the relationship between Surrey Police and Surrey residents

My aim is for all residents to feel that their police force is visible in tackling the issues that matter to them and that they can engage with Surrey Police when they have a crime or anti-social behaviour problem or need other police support.

Key progress during 2021/22:

- Since taking up office in May 2021, my deputy and I have met with many local organisations, community groups and support services to really understand the views and concerns of local areas and the support that is available to victims of crime in Surrey. We have also undertaken many attachments with front-line police teams to better understand the views of officers and staff and to ensuring we have a firm grasp of the day-to-day practicalities and challenges they face.
- As part of my commitment to enhance the voice of local people in policing I have established a regular schedule of public surgeries. Held on the first Friday of every month, these one-to-one meetings provide a valuable opportunity for me to hear feedback from residents.

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To strengthen our relationship with all segments of the community, my office has also been working with the Surrey Minority Ethnic Forum (SMEF) to deliver the Active Communities Project.

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- I have also refreshed my office's approach to how we oversee the performance of Surrey Police, which involves monitoring progress against the Police and Crime Plan and holding the Chief Constable to account for delivery of an effective and efficient police service. We now run regular Performance and Accountability meetings live on Facebook, providing an opportunity for residents to hear directly from the Chief Constable on the latest performance data, understand key operational issues and to ask their own questions. These meetings are complemented by Resource and Efficiency meetings I hold with Surrey Police, providing an opportunity for my team and I to dig deeper into specific performance concerns.
- Data released by the Home Office for all forces in the UK shows that, between 1 November 2021 to 30 April 2022, Surrey Police were one of the top ten performing forces for answering 999 calls, with 82% of calls answered within 10 seconds. Whilst additional work is required to meet the national target of 90%, the contact centre was particularly impacted by the Covid-19 pandemic, and I'm pleased to see that staff have risen to the challenge.
- To strengthen our relationship with all segments of the community, my office has also been working with the Surrey Minority Ethnic Forum (SMEF) to deliver the Active Communities Project. Through a series of 'People Assembly' meetings across the County, diverse communities are brought together to find solutions to common issues they are experiencing and to provide feedback to both my office and Surrey Police. The project also addresses topics that hold social stigma in some communities, including Domestic Abuse, Honour based Violence, Forced Marriage, Female Circumcision and Mental illness. Through the project we create safe space for communities to reflect on the scale of these problems and, if required, seek help.





Ensuring safer Surrey roads

Surrey is home to some of the busiest stretches of motorway in the UK with significant numbers of vehicles using the county's road network every day. Road safety is understandably a significant concern for Surrey residents, and a key focus of my Police and Crime Plan.

Key progress during 2021/22:

- Since becoming Police and Crime Commissioner I have spent a considerable amount of time out on patrol with our Roads Policing Unit (RPU) to understand the challenges faced by officers.
- Surrey police are in the process of establishing a new policing team dedicated to cutting the driving offences that lead to the most death on Surrey roads. Known as "the fatal five offences", the new team will be focussing on combatting careless driving, drink and drug driving, not wearing a seatbelt, using a mobile phone and speeding. The first wave of officers will be in post by early June 2022, and I will be following progress carefully.
- A new average-speed camera scheme has been agreed for the area known as Pirbright Bends in Guildford, one of the worst collision sites in Surrey. Further work is also underway to introduce several new fixed and average speed cameras across Surrey and I will continue to work closely with Surrey County Council to ensure residents can have confidence in the safety of our road network
- Drink and drug-driving is one of the most common causes of collisions which result in death or serious injury on our roads. I am therefore highly supportive of the work Surrey Police undertook during the Christmas period, to both step up enforcement and raise awareness of the risks amongst the public.
- This Police and Partnership activity is supported by the community in the form of Community Speedwatch – a scheme that enables volunteers to work within their community to raise awareness of the dangers of speeding and to help control the problem locally. With over 70 groups actively supported by over 600 volunteers it is a fantastic example of community pride in action, and I am hugely appreciative of those that dedicate their time to this important work. During 2021/22 my office provided additional funding to support delivery, including the provision of speed detection equipment.



Surrey Police Overview

An average day for Surrey Police during 2021/22



396
999 calls

796
calls to the 101
non-emergency
number

1,136
digital contacts



figures correct as at end of January 2022



94
emergencies

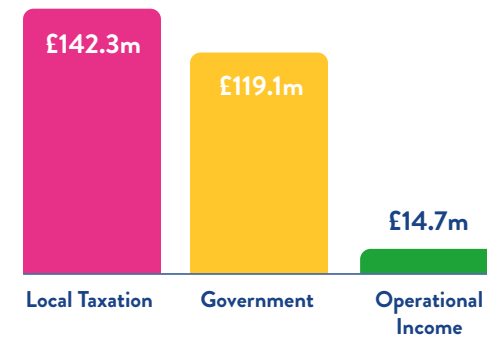
127
priority
responses

29
arrests

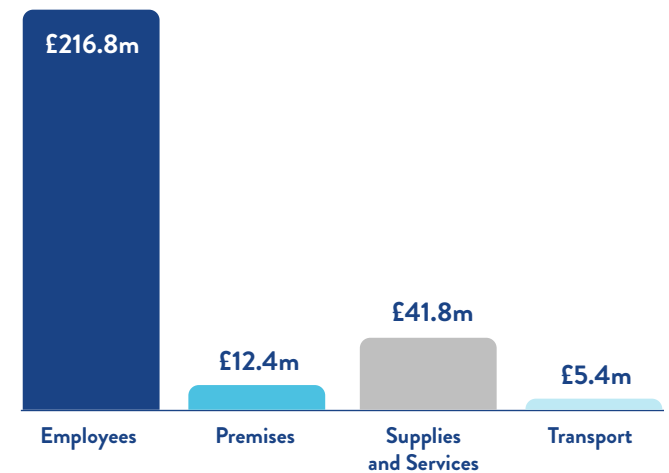
122
crimes allocated
for investigation

Where the money comes from

TOTAL £276.4m



How your money was spent



Funding and Commissioning

The Police and Crime Commissioner is responsible for commissioning projects, services and activities which aim to increase community safety, reduce offending behaviour and support victims of crime to cope and recover from their experiences.

During 2021/22, the Office of the Police and Crime Commissioner provided funding of £3.8million to deliver on the above, with a significant proportion of this money going to small, community-based charities and organisations, allowing us to provide support in a way that best reflects the needs of Surrey residents whilst building local resilience.

Throughout the year, the Office was proactive in making additional bids to Government to support the development of new local services, with £1.4million of additional funding secured in this way.

This has allowed the PCC to improve the safety of women and girls through targeted street scene improvements, introduce a local stalking and domestic perpetrator programme, and significantly increase the number of local Independent Sexual Violence Advisors and Independent Domestic Violence Advisors, allowing us to better support victims of these terrible crimes.

Key services funded by the PCC during 2021/22 include:

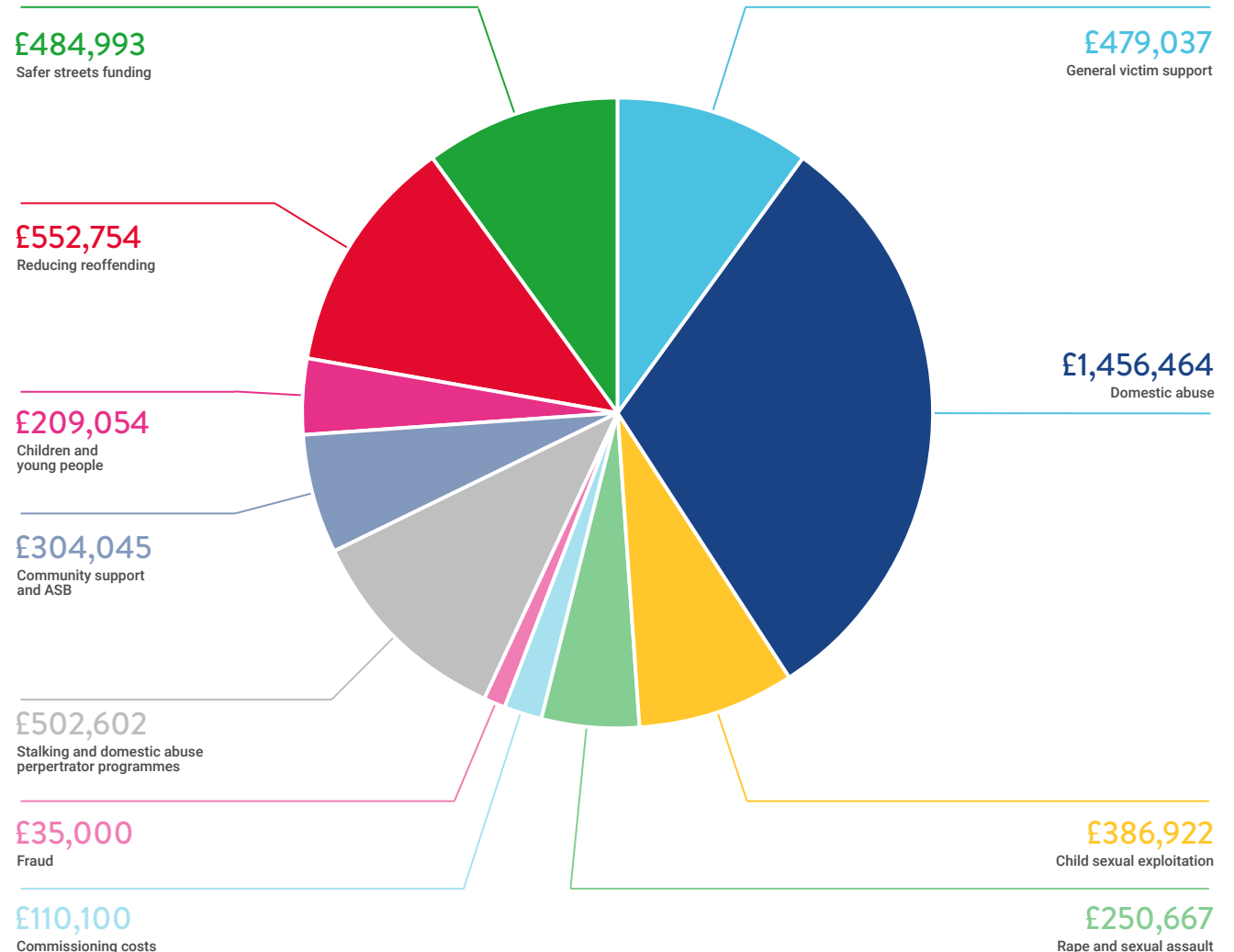
- **Universal support for all victims of crime:** Based out of Guildford Police Station, the Victim and Witness Care Unit helps victims of crime cope and recover from their experience, putting in place care plans tailored to the needs of the individual. All victims of crime in Surrey are automatically referred to the Unit at the point a crime is reported, with subsequent contact based on an individual's need and vulnerability.
- **Helping victims of Domestic Abuse:** Surrey Domestic Abuse Services offer free, independent and confidential support to anyone affected by domestic abuse. In addition to immediate practical help and emotional support, staff provide guidance on housing, benefits, safety planning and the needs of children affected by domestic abuse. They will also assist with providing access to safe refuge accommodation.



- **Support to adult and child victims of rape and sexual assault:** Based within RASASC (Rape & Sexual Assault Support Centre) and the local NHS Child and Adolescent Mental Health Service, Surrey's Independent Sexual Violence Advisor service provides support to adults and children who are victims of sexual abuse – regardless of gender and sexuality. They work closely with victims (and when needed children's families) to help them come to terms with what has happened, whilst helping them navigate the criminal justice system and liaise with wider support agencies.
- **Support to marginalised young people:** The Amber Foundation transforms lives by supporting marginalised young people to move on to sustainable and independent futures that are free from crime. They do this by providing a residential training programme focused on personal development, employability and resettlement skills for homeless, out of work young people aged 17-30.


When it comes to the use of public money, the PCC wants the public to have confidence funding is allocated fairly, transparently and services provide good value for money. To support this, the OPCC continues to make available live funding data through our dedicated Funding Hub, allowing the public to understand our key areas of investment and the organisations in receipt of funding.

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We have also published a dedicated Commissioning Strategy for 2022 to 2025 which can be downloaded from our website.

Engagement



When I was elected in May, I promised to keep the views of local residents at the heart of my plans for policing in Surrey. Over the last year, I've been out and about in our communities to hear your views and concerns and, through ongoing work my office is progressing, I hope to give residents even more opportunities to have their say in how the county is policed.

I've attended visits and meetings in every one of Surrey's borough and districts and introduced a series of public surgeries to meet with residents to help address any policing issues you may have. These meetings are available on the first Friday of every month so please do get in touch if you would like to discuss a matter with me personally.

My new regular performance meetings with the Chief Constable are another way you can get involved, by joining us live and asking your questions on those topics you have told me are important to you where you live.

Over the last year, correspondence to my office increased by almost a third, with more people getting in touch on

issues including preventing violence against women and girls, tackling anti-social behaviour and improving road safety. I also hear from you how important it is to strengthen the relationships between Surrey Police and residents, which is why I've made this a key priority in my Police and Crime Plan for next three years.

The Plan was published in December and is based on the views of residents and over 50 different community partners that took part in our consultation such as MPs, councillors, victim and survivor groups, young people, professionals in crime reduction and safety, rural crime groups and those representing Surrey's diverse communities.

During the winter, I consulted with you again on the amount that you would be prepared to pay from your council tax to maintain improvements to the service that Surrey Police provide. We had over 5,000 responses to those two surveys and all the comments we've received will continue to help shape.

My team have continued to update people with my latest news on social media, attracting 1,500 new followers on channels including Facebook, Twitter and LinkedIn. I've also been featured by local and national media over 250 times, including giving radio and TV interviews on the key issues that affect our communities as well as national areas of focus including police recruitment and enhancing the support for victims.

My Deputy Commissioner Ellie Vesey-Thompson has also been busy, pursuing a fresh focus of the office on our engagement with children and young people. She's joined partners to hear direct from young people on the unique challenges they face, championed new funding opportunities, and created her own Instagram page to raise awareness. In March, Ellie launched our first ever branding competition, inviting young people from across Surrey to submit their designs in return for the chance to create our brand-new visual identity in 2022.

In the last year, pages on my website have been viewed 80,000 times with an increase in new users. A fifth of all visitors read about my role and responsibilities, the Police and Crime Plan and how to contact my office.

Ensuring I am more accessible to the Surrey public remains my priority and in the year ahead, I'll be launching an entirely new website that is more accessible to the public. Together with our fresh look, the new site will have a clearer focus on getting in touch, finding the information you are looking for and seeing new information on the projects I commission and the latest Surrey Police performance.

As I enter my second year in office, I'm committed to expand on each of these areas to keep you involved and raise awareness of the impact of my team in Surrey.



Volunteering



ICV Scheme

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. Covid-19 naturally presented a real challenge to custody visiting, and thankfully 2021/22 saw a progressive return to business as usual for our volunteers.

The scheme currently has 41 Surrey residents involved, and during 2021/2 they volunteered over 300 hours of their time visiting custody on 98 separate occasions. During these visits, the ICVs directly checked on the welfare of 458 detainees, ensuring their rights and entitlements (as laid out in law) were being met and the conditions in which they were held satisfactory.

The HMIC inspection of Surrey's custody in late 2021 congratulated the scheme and the Force on their close and beneficial relationship and strong oversight, noting "the force is open to external scrutiny, and the independent custody visitors (ICVs) have good access to the suites and visit each site weekly. Custody staff respond quickly to any problems raised and this is monitored by the chief inspector and the ICV scheme manager".



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Volunteering

Surrey Police's Volunteering Programme includes special constables, police support volunteers and volunteer police cadets who each bring unique knowledge, skills and experience to the Force, and together form a valuable part of Surrey's policing family.

The programme is well-supported and continues to expand, with recruitment from across communities over the last year. To complement the established volunteering roles described below, the Force is currently developing a programme of short-term opportunities including work experience and placements.

Special Constables

The Special Constabulary continues to grow and now has an establishment of 150 special constables (volunteer police officers) who collectively volunteered over 50,000 hours in 2021/22.

Most Surrey's special constables are integrated within Neighbourhood Policing Teams and Safer Neighbourhood Teams, providing valuable support to help ensure their communities are safe and feel safe. In addition to these core roles, special constables also volunteer in specialist areas such as roads policing, drone piloting and public order; opportunities to specialise in new areas are being explored.

Police Support Volunteers

Surrey Police has over 170 police support volunteers in over 30 different roles supporting policing teams across the county.

Following the removal of Covid-19 restrictions, police support volunteers have been able to return to their roles, including those who support the training of new police officers as scenario and interview role players.

Over the last year, the Force has welcomed new volunteers into roles including vehicle maintenance, safer neighbourhoods, fraud prevention, prosecution support and chaplaincy. In addition to their established volunteer roles, police support volunteers have also supported community engagement events and policing operations across the county.

The Force continues to develop its range of volunteering opportunities, including those requiring specialist skills such as cyber and economic crime investigation.

Volunteer Police Cadets

Surrey's Volunteer Police Cadet Scheme offers young people the opportunity to become part of the policing family for many years. Young people from any background are welcomed into the scheme, including those who may have previously been in trouble with the police or may feel disconnected from their peers or community.

Over the last year, the Force's Volunteer Police Cadet Scheme has resumed face to face activity and a new unit in Spelthorne has been established. The Force continues to work towards a cadet unit in every borough and plans to open a ninth unit in Waverley in 2022.

Cadets remain dedicated to their programme of learning and volunteering activity within their communities. Cadets have supported charity, community and policing events across the county and have continued to support police-led test purchase operations by attempting to purchase age-restricted items such as knives and alcohol.



“ Surrey's Volunteer Police Cadet Scheme offers young people the opportunity to become part of the policing family for many years. Young people from any background are welcomed into the scheme, including those who may have previously been in trouble with the police or may feel disconnected from their peers or community. ”

Contact us

If you have any comments on this Plan or would like to know more about the work of the Commissioner please contact:

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To sign up to the In the Know community message system, visit **intheknow.community**

For police news, crime prevention advice, help for victims of crime and ways to contact Surrey Police please visit **surrey.police.uk**.

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 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 emergencysms.org.uk)

To report crime anonymously - call CrimeStoppers on 0800 555 111