

# Annual Report

2013-14

**ARRESTS  
UP  
15%**

**CRIME  
DOWN  
8%**

Office of the Police and Crime  
Commissioner for Surrey

---



# Introduction

Welcome to my annual report for 2013-14, the first full year of my term in office as Surrey's first elected Police and Crime Commissioner.

From the beginning of my campaign to win the public's endorsement as PCC, I promised to base my work on your priorities. You told me you expected me to:

- take a zero-tolerance approach to crime and antisocial behaviour
- deliver more visible street policing
- put victims put at the heart of the criminal justice system
- provide more opportunities to have your say on policing
- protect your local policing
- be uncompromising in the standards we expect from the police

This document is my report back to you on the progress I have made,

working with the Chief Constable, local councils and partner agencies, to deliver against your priorities.

Surrey Police have done a magnificent job this year, frankly against all the odds. Their budget continues to fall. Officers' pay and conditions of employment have been cut. Every week without fail the police service is attacked in the media and by Westminster politicians.

Keep all of that in mind as you read this report. The officers and staff of Surrey Police deserve the credit for all of the achievements made this year. I help and support them where I can using my influence and position as a politician but it is out there on the streets of Surrey where your sense of safety is protected and improved. My thanks go to the Chief Constable and everyone at Surrey Police for everything they have done this year.



A handwritten signature in black ink that reads "Kevin Hurley".

**Kevin Hurley**  
Police and Crime Commissioner  
for Surrey  
May 2014

# A zero-tolerance policing approach

I spent 30 years policing in this country and indeed as far afield as France, Morocco and Iraq. I have always held to the belief that as the guardians of order, the police should never ignore problems or concede public spaces to criminality. That is the essence of zero-tolerance. Our streets and spaces belong to those who abide by the laws that govern our country, not thugs, criminals and bullies.

This year, Surrey Police have arrested 2,800 more people than in the previous year, an increase of 15%. I am delighted to see this. Making an arrest is not easy – it can often be confrontational and dangerous. We ask the police to do this difficult job on our behalf and it is a testament to the moral and physical courage of our officers that they have taken the zero-tolerance approach to heart and made it their business to confront criminality more often and more robustly in Surrey. Let this be a message to anyone thinking of committing crime in our county that they will not get an easy time here.

Crime has fallen by 8% over the past year. This means 4,000 fewer victims of crime. It means a stronger sense of safety and confidence in our communities. Criminals are thinking twice before offending.

Surrey Police is also beginning to improve its detection of crime. Detections have historically been a weakness for Surrey Police and the past year has seen the statistics fall further as the Force has reviewed its recording processes. That was an



important step forward for building our faith in the statistics and, thanks to the leadership of the current Chief Constable and the Deputy Chief Constable, the Force is getting back to basics and, by doing more to get the basics right, is beginning to bring more offenders to justice for their crimes. I hope to see this momentum maintained over the coming year.

*You are less likely to be a victim of crime in Surrey today than you were a year ago. If you commit crime, you are now more likely to be arrested. That is progress we can all welcome.*

## More visible street policing

Surrey is the only police force in the country to have increased officer numbers over the past year. By collaborating with neighbouring forces, replacing some PCSO posts with Police Constable posts and by using assets seized from criminals, we have been able to buck the national trend and deliver the increase in visible policing in your area. Each of Surrey Police's divisions – North, East and West, now has a dedicated Chief Superintendent, running policing operations on their patch, from their patch, not from the force's central HQ.



The extra Constables are much needed. Demand for Surrey Police emergency services has continued to increase this year, with an 11% rise in the most urgent emergency calls. That equates to nearly 3,000 additional emergency incidents requiring immediate police attendance. The Force has also had to play a central role in the response to the terrible flooding in the county, not only in the immediate

emergency and recovery period, but in safeguarding affected properties from criminals in the months following. High visibility patrols and automatic number plate recognition (ANPR) cameras have helped keep crime down – Surrey officers have stopped and searched more than 2000 vehicles, 44% of which contained persons known to police. Only 28 flood related crimes have been reported in the affected areas.

In last year's annual report I wrote of my ambition to extend the Zero-tolerance approach beyond policing and involve our local councils and agencies too. In Reigate & Banstead, we are making this reality, joining forces with the Borough Council to form a uniformed joint enforcement team of police officers and council officers. The central aim of this pioneering project – the first of its kind in Surrey – is to deal with problems and improve the public's sense of safety by making the most of all the legal powers the authorities – police and councils – have. By collaborating, they can find ways to tackle those causing persistent nuisance and concern to residents using every legal power available to them. With high-visibility vehicles and uniforms, this team will further enhance the presence and visibility of authority in the Borough. We hope to roll this out further in the county in the coming year.

*More Constables in Surrey is bad news for criminals and good news for the community. All of the Authorities in Surrey are taking a stronger and more visible stand against crime and antisocial behaviour. We will not tolerate it.*

# Putting victims at the centre of the Criminal Justice system

Victims should be at the heart of the criminal justice system. We know that very often they are not. I am determined to make things better for victims of crime in Surrey.

As well as making real inroads into reducing the number of people becoming victims of crime in the first place, Surrey Police is making significant efforts to improve its service to those who unfortunately do experience crime. Like many forces, Surrey Police has been under scrutiny over the past year for its handling of historic sexual abuse allegations and also its response to domestic abuse. I have been greatly impressed by the attitude of the Force in confronting these issues with openness and humility. We are working together and making real changes, such as:

- making victim care a part of the Constable to Sergeant promotion process
- inviting the College of Policing to review its contact and deployment processes
- a new 'Victim's Code' has been implemented across the force
- new procedures have been put in place to protect repeat victims of domestic abuse
- I have taken Mencap's PCC pledge, giving my commitment to ending disability hate crime in our county

Thanks to such changes, we have seen satisfaction in Surrey Police's

service to victims of crime and victims of antisocial behaviour increase over the past year.

The Police are just one element of the criminal justice system. If we are to really make a difference to the experience of victims, we must look at the entirety of the system. To do this, I appointed an Assistant Commissioner for Victims, Jane Anderson, to provide dedicated, independent scrutiny on the service provided to victims at every stage in their journey, from the first call for help through to the court case and its aftermath. Jane has completed some important work this year, most notably on the treatment of domestic abuse victims. She has worked with the police and other agencies to conduct research and make recommendations that will make a real difference to people in times of great vulnerability and crisis.

*There is certainly room for improvement in the level of service we provide to victims of crime, but things are moving in the right direction. We can only tackle these issues in partnership and I am working with all of the agencies involved to make things better together.*



*Talking to community leaders about burglary in Surrey Heath*

# More opportunities to have your say on policing

Thousands of people have taken the new opportunities to talk about crime and community safety. We will keep listening and keep doing what we can to make things better for you.

Over the course of the last year, I have held a Crime Summit in every Borough and District in the county. These Summits have, for the first time, brought the leaders of all the local public services together with local residents to talk about issues and find ways forward to deal with them. The packed halls and lively debates have underlined the value you put on this dialogue with your police and other services and I intend to continue these Summits in the year ahead.



With my Deputy and Assistants, I have maintained a busy programme of local engagements over the course of the year, meeting with thousands of Surrey people from all walks of life to hear what you're thinking about policing, crime and community safety where you live. My office has handled thousands of calls and items of correspondence from the public. We have a dedicated officer carrying out casework to resolve local complaints and issues with the level of police service you receive.



We asked young people what they wanted from the police at a series of events – YouthSHOUT – across Surrey

As a team we have also worked hard to raise awareness of my role and let people know that they can come to me as their elected representative with any concerns or comments they have. Visibility is essential for elected leaders. I have built relationships with the local and national press to bring the issues that concern you to wider prominence – underfunding of police, treatment of victims, inadequate sentencing, whistleblowing and so on. I work with our local councils, Members of Parliament and political leaders in Westminster.

# Protecting your local police

Around 50 Surrey Police officers will be injured on duty this month. Around 50 officers are injured every month doing so. They are punched and kicked. They are spat on and abused. They are bitten by dogs, they have cars driven at them. All to protect us. We owe it to them to protect them from the seemingly endless stream of one-sided criticism we hear. The dangers of the job have always been there and always will. However, our officers and staff feel under pressure like never before. Morale in the police service is at its lowest ebb for generations. I work constantly with the media to put across the other side of that argument and defend our people from unwarranted criticism.

Changes in legislation made by the Government have meant Police pay and conditions have been significantly reduced. Constables in some parts of the country will now start on as little as £19k per year. That is for a job with early, late and night shifts across every day of the week. With the Chief Constable, I have raised starting salaries in Surrey as high as is legally possible – to £22k, but this is not enough in my view. A new constable will take home around £1300 per month. That does not go far in the most expensive county in Britain. I continue to press the Government to reconsider this decision.

I have also ruled out an extremely high risk scheme being trialled across the country to allow people to join the police service at Superintendent rank with little or no relevant experience. Police

Superintendents manage hundreds of officers and take responsibility for major public safety incidents. It is unimaginable that this job could be carried out properly without many years of police experience and, with the Chief Constable, I have agreed that this will never take place in Surrey during my time in office.



*Speaking up in the national media*

The whole force is feeling the financial pinch and we are working hard to protect service levels. Collaboration with our neighbouring forces, particularly Sussex Police, is enabling us to make significant savings by sharing specialist resources and reducing the number of senior police officers needed to manage both force areas. This year, with my counterpart Katy Bourne, Police and Crime Commissioner for Sussex, we agreed a vision for collaboration between our two forces which will see us work much more closely in the years ahead.



*Together with leaders from other South East forces, signing a contract for IT networking technology. Collaborating with other forces helps us modernise and save millions of pounds.*

*The tough time facing our police officers and staff does not look like ending any time soon. Their commitment and dedication should never be taken for granted. We must continue to support them in any way we can.*

Surrey Police has for many years been underfunded by the Government, receiving the second lowest amount of money of any force, despite being next door to London, with all of its criminal threats, and despite being home to the busiest stretches of motorway in the country. I have worked with the internationally respected firm Oxford Economics to produce independent

analysis which demonstrates this to be the case, and put forward suggestions for change. I have given this to the Home Secretary and Policing Minister who have welcomed its findings and we are being closely supported by local MPs, led by Dominic Raab MP, in making sure our case is heard. We are offering solutions, not making empty complaints.



# Uncompromising in the standards you expect from the police

With your support comes an expectation that you will receive the highest standards of service and conduct from your police. On nearly every occasion, that is what you will receive. However the police are not perfect and sometimes officers and staff fall below the standards we expect.

I believe that you should be able to see me performing my role of making sure Surrey Police are delivering the things you want to the standard you expect and I was the first Commissioner to make my formal meetings with the Chief Constable open to public view via webcast.

Like the Chief Constable, I take the view that we must be uncompromising in our stance on conduct. We believe passionately in police officers and staff being well presented, courteous and professional in their demeanour. They must behave with integrity and moral courage.

Unfortunately, we have seen a handful of incidents this year where officers or staff have fallen below an acceptable standard and where action has to be taken, including two officers convicted of criminal offences. This is absolutely unacceptable and I have been vocal in my condemnation of their actions, which have failed the public, failed their colleagues and brought shame on themselves. Moreover, I have sought to claw back some of their pensions in recognition of their misconduct.

At the organisational level, I have brought to an end the unfortunate saga of the SIREN IT system – a major project launched in 2006 to replace the Force’s criminal intelligence computer system that, when I took office, was running years late and millions of pounds over budget. I am pleased to say that, in the months following my decision to terminate SIREN, an alternative system – Niche - has been identified, purchased and successfully put in place. However, we must have accountability for

*Confidence and satisfaction in the service offered by Surrey Police remains very high. We aim to keep it that way, recognising the great work being done and being open and accountable when things go wrong.*



*One of my management meetings with the Chief Constable, webcast for the public to see.*

the millions of pounds of public money wasted on SIREN and I have called in independent Auditors to look at the whole project. I expect them to report back in the coming months and I will be sharing their findings publicly.

## Crime Reduction

The below table gives headline crime figures in Surrey for the 2013/14 financial year. As can be seen, overall crime levels are down, and there has been a notable reduction in the level of serious acquisitive crime. Violence with injury and serious sexual offences show a rise in recorded offences. The increase in violent crime is partly due to an increase in the reporting of domestic violence, which accounts for nearly 40% of all violent crime in Surrey. Domestic and town-centre violence are being targeted as key areas for Surrey Police to tackle this year. Surrey Police recorded a 29.6% increase in the level of sexual offences over the past year, which has resulted from work undertaken by the Force and other agencies such as the Sexual Assault Referral Centre, the Rape and Sexual Abuse Counselling Services and other outreach providers to encourage more victims to report these crimes.

Crime Reduction	FY 13/14	FY 12/13	Change	% Change
<b>Serious acquisitive offences</b>	7462	8526	-1064	-12.5%
Robbery	251	248	+3	+1.2%
Domestic burglary	3151	3400	-249	-7.3%
Violence with injury	3494	2867	+627	+21.9%
<b>Serious sexual offences</b>	543	419	+124	+29.6%
Rape	248	169	+79	+46.7%
<b>Total Notifiable Offences</b>	48,486	52,731	-4,245	-8.1%

## Detection Rates

The below table shows the end-of-year detection figures in Surrey for the 2013/14 financial year and the year-to-date figures for the current financial year.

Detection Rates	FY 13/14	FY 14/15
<b>Serious acquisitive offences</b>	9.6%	17.9%
Robbery	23.9%	26.1%
Domestic burglary	11.5%	17.5%
Violence with injury	37.5%	41.7%
<b>Serious sexual offences</b>	30.0%	33.9%
Rape	19.8%	17.6%
<b>Total Notifiable Offences</b>	26.9%	35.2%

## Custody

A zero-tolerance policing approach requires the suitable provision of custody spaces and efficient custody procedures. The following table shows that the number of arrests continues to increase across all areas in the county.

Custody Suite	FY 13/14	FY 12/13	Change	% Change
<b>Eastern (Reigate &amp; Salfords)</b>	5992	5017	+975	+19.4%
<b>Western (Guildford &amp; Woking)</b>	9624	8778	+846	+9.6%
Guildford	7070	5017		
Woking (closed 04/11/13)	2554	3761		
<b>Northern (Staines)</b>	6032	5051	+981	+19.4%
<b>Total</b>	21648	18846	+2802	+14.9%

## Victim Care

The below table shows that the Force has improved its performance compared with the previous financial year.

Victim Care	FY 13/14	FY 12/13	% Change	FY% Change
<b>Overall crime victim satisfaction</b>	86.0%	85.8%	0.2%	0.2%
<b>Anti-social Behaviour victim satisfaction</b>	80.3%	79.8%	0.5%	0.6%

# Contact Us

**Office of the Police and Crime  
Commissioner for Surrey**

PO Box 412,  
Guildford,  
Surrey GU3 1BR

**Tel:**

01483 630 200

**Email:**

[SurreyPCC@surrey.police.uk](mailto:SurreyPCC@surrey.police.uk)

**Twitter:**

[www.twitter.com/SurreyPCC](http://www.twitter.com/SurreyPCC)

**SMS:**

07881 039131

**[www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)**

