

Police and Crime Commissioner for Surrey

## Annual Report 2012/13



# Introduction

Welcome to my first Annual Report as the Police and Crime Commissioner (PCC) for Surrey. Since taking up the post in November 2012, I have set the Surrey Police budget for 2013/2014, issued my Police and Crime Plan for my term of office and made key business decisions on technology and estates. Of equal importance has been the time I have spent getting out and about meeting Surrey people and partners to understand what they want from police and community safety partners and work I have done to meet and support Surrey Police officers.

The role of PCC is a challenge; one I look forward to meeting over the next three years as I work to deliver the People's Priorities and support Surrey Police in taking the zero-tolerance policing approach the public expect.



A handwritten signature in black ink, reading "Kevin Hurley". The signature is written in a cursive style with a long horizontal line extending from the end.

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

# Election of Police and Crime Commissioners

Until November 2012, Police Authorities oversaw policing in England and Wales. Surrey Police Authority had responsibility for the governance of Surrey Police, setting targets and holding the Chief Constable to account. On 15 November 2012, the first ever elections for Police and Crime Commissioners were held and I was pleased to be elected as Surrey's first PCC. As PCC, I inherited responsibility for the governance and oversight of Surrey Police together with a wider remit around crime and community safety. I also set the Force's budget and council tax precept. The former Authority's support staff and budget passed to me and a new body, the Police and Crime Panel, was formed to oversee and scrutinise my decisions and actions.

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## The People's Priorities

During my election campaign I listened to what people in Surrey wanted and set out six priorities in my manifesto. Since being elected I have carried out consultation and meetings with residents and partners in Surrey and have received wide ranging support for these six People's Priorities. The priorities are what the people want and they will be the focus of what we will do.

**Take a Zero Tolerance Policing Approach** - *a relentless focus on those who blight our lives: anti-social louts, violent bullies, burglars and those who deal drugs to our young people. We will seize the profits of their crime.*

**More Visible Street Policing** - *reduce expenditure on back office roles and use the ill-gotten gains of criminals to pay for patrol officers.*

**Put Victims at the Centre of the Criminal Justice System** - *ensure that victims are given a quality service from reporting a crime to giving evidence. The professionals in the Courts and Police work for you, sometimes they forget.*

**Give You the Opportunity to have a Greater Say in how Your Streets are Policed** - *you asked and we will set up local policing boards to bring decision making closer to neighbourhoods. You will be able to participate and have your views heard.*

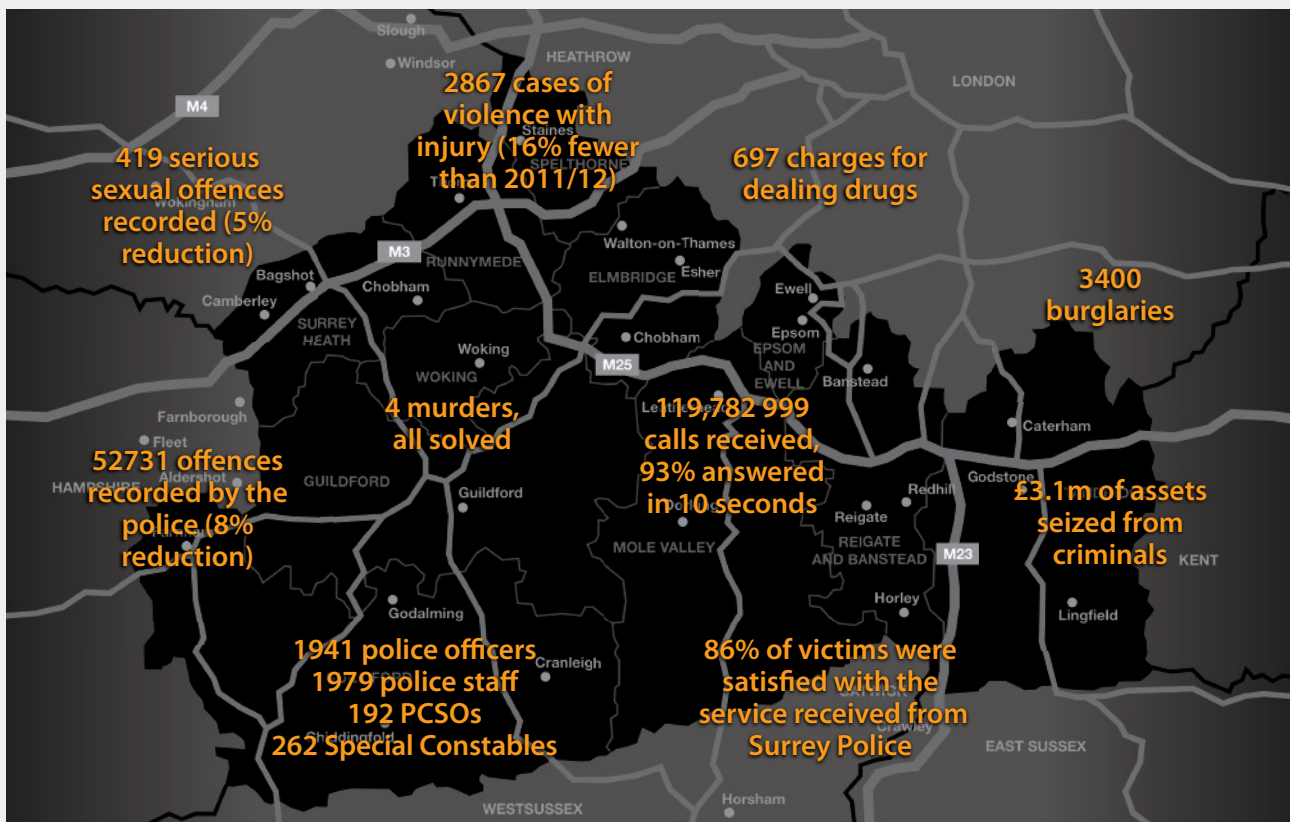
**Protect Your Local Policing** - *work with Police Chiefs to maintain the morale and ethos of service of your officers by supporting them against unreasonable criticism and ensuring their voice is heard. We cannot expect them to take on the criminals unless we back them.*

**Uncompromising in the Standards You Expect from Your Police** - *With public support comes an expectation that your police deliver a quality service. We expect the Chiefs to inspire their officers and unlock their passion to deliver a professional, courteous and positive approach to policing. You pay for it, you have a right to expect it.*

I have now developed these priorities further into the Police and Crime Plan for Surrey, which can be viewed at my website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

# Policing and Crime in Surrey

## April 2012 to March 2013



I have not set any targets for Surrey Police for the term of my office as I believe this can lead to perverse incentives and direct police officers into chasing targets, rather than doing the right thing. However, I have made clear in my plan that I want all Surrey Police staff and partners to focus on tackling anti-social behaviour, violent bullies, burglars and drug dealers. When crime is committed, I want a focus on seizing the profits of those who commit crime. I also want to ensure that victims are encouraged to come forward and supported when they do.

The table at the back of this report shows a more detailed summary of Surrey Police performance.

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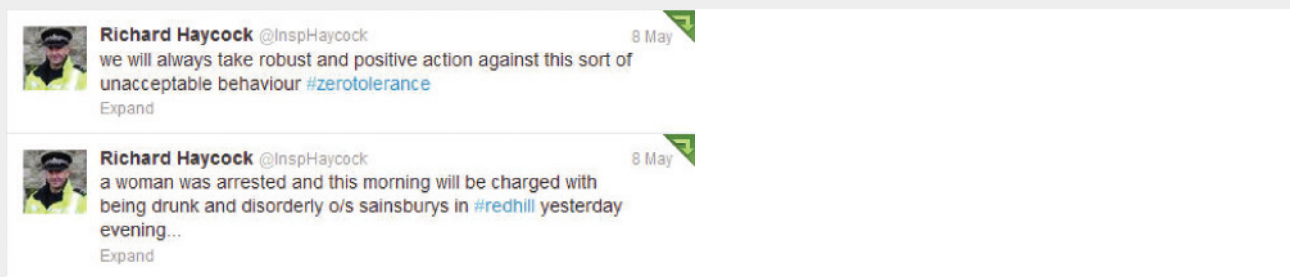
## Exercising of PCC Functions from November 2012 to March 2013

Since taking office in November I have ensured that I have discharged my statutory responsibilities as PCC. Full details can be seen on my quarterly progress report on my website, but the key things I have done are:

- I was the first PCC to extend the Chief Constable's term of appointment to show the confidence that I have in Lynne Owens to lead Surrey Police and provide stability for officers and staff
- With agreement from the Police and Crime Panel, I appointed Jeff Harris as the Deputy Police and Crime Commissioner to assist me in carrying out my role
- The Police and Crime Plan for my term of office has been published and it sets out policing and community safety priorities for Surrey

- Following public consultation, I submitted my proposals for council tax precept to the Police and Crime Panel, which were agreed
- I initiated a review and audit of a significant computer technology programme
- I put a hold on the selling of police property until we fully understand how we can achieve best value from our remaining estate
- I have reviewed the budget for my office and the support I need to undertake my role. On taking up office I inherited a competent and highly motivated team who have worked proactively to help me deliver. I have made savings and reduced expenditure on the previous Police Authority budget and have used this money to fund a number of projects such as support for victims of domestic abuse, tackling drug users and community action days. I will continue to look to make savings wherever possible and use any savings made to back into policing or into funding community projects.

## Zero Tolerance Policing



*Tweets from Reigate & Banstead Neighbourhood Commander Insp. Richard Haycock*

Zero Tolerance is a mindset and it involves all of us to one extent or another.

We all have a view on how we would like our communities to be: safe, clean places to live and work. Unfortunately not everywhere is like this at the moment. We all have to work together to change that.

In terms of policing, Zero Tolerance is not about simply locking criminals up and throwing away the key. It is about making sure that the police always do something about inappropriate or criminal behaviour whenever they encounter it and don't turn away. It is about using a measured, reasonable approach that is right for the circumstances they encounter. Laying down a marker of what is - and what is not - acceptable behaviour in our society.

Integrity, courtesy and the highest standards of professionalism go hand-in-hand with this approach. The Police should set the standards of behaviour.

I would like the concept of Zero Tolerance to span further than Surrey Police alone and reach across all of our public services. I want everyone in a position of authority in our society to feel proud of the important work they do for the public and empowered to challenge problems in their respective fields of work.



*Tandridge Neighbourhood Commander tweets on the zero tolerance approach at work in the District*

# Protecting Victims of Crime



I have appointed Jane Anderson - Assistant Commissioner for Victims - to ensure that victims and witnesses are at the heart of Surrey's Criminal Justice System - a key priority for the public. I have taken a public stand on the treatment of victims in the criminal justice system and will continue to do so.

For 2013/2014, I have provided £90,000 of funding for Surrey's Domestic Outreach services who provide support for victims and survivors of domestic violence.

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## Holding the Chief Constable to Account

One of my key responsibilities is to hold the Chief Constable to account for her leadership of Surrey Police on behalf of the public. I have held four webcast management meetings with the Chief Constable to ensure accountability and delivery and progress against the policing priorities. This is the first time in this country that there has been such transparent public accountability, available for everyone to view, which has proved popular with great feedback.



*Kevin Hurley and Chief Constable Lynne Owens*

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## Funding Community Safety Projects

Thirty local community groups and projects in the county are benefiting from funding from the Office of the Police and Crime Commissioner.

After taking office in November 2012, together with my Deputy, Jeff Harris, I identified £73,000 savings that could be made from the running costs of my office. £23k of this saving was reallocated to the Surrey policing budget, with the remaining £50k used to create a new fund administered by the Commissioner's Office to support community based projects requiring relatively small sums of money.



*Kevin Hurley awarding prizes at Runnymede Police Community Boxing Club's AM BOX competition, sponsored by the PCC's Community Safety Fund*



# Engaging with Surrey's Communities

The first PCC election was effectively the largest consultation into public opinion on policing and crime ever undertaken in Surrey. Following my election, I carried out further, more detailed consultations with the public on the priorities for Surrey Police and the budget that pays for them.

These consultations included:

- Telephone and online surveys of Surrey residents
- Public meetings across the county
- Specialist focus groups and interviews with businesses and victims of crime

I have now launched a programme of Crime Summits - one in each Borough and District, which will allow the public to tell us - and other public sector partners - their problems and let us work together to solve them.



*Consultation with residents of Staines-Upon-Thames on budget and priorities*



To ensure that communities who are less likely to engage with policing are able to get involved, I have appointed Shiraz Mirza as Assistant Commissioner for Equality and Diversity.

Shiraz will be working to build links with minority and hard-to-reach groups across Surrey, making sure they receive a good service from Surrey Police and the Criminal Justice System and encouraging these groups to engage with the police.

# Supporting Your Police Service

When the police set the highest standards of professionalism and conduct, people put their faith and respect in them.

When the police feel supported by the community and empowered to tackle criminality and antisocial behaviour wherever they see it, it sends out a clear message – that the streets belong to the law abiding majority, not to the criminal minority.

I have supported Surrey Police officers against unfair criticism and sought to praise their work at every opportunity. However, on the rare occasions where Surrey Police officers have failed the public, I have taken an uncompromising view.

I believe the Police are damned if they do, damned if they don't. I am keen to give the public and the press a better view of the realities of the job and help them to understand the sacrifices our police make to protect them. I will continue to do that throughout my time in office.

I also believe that changes to police pay and conditions are a grave risk to the future of the service, not least the plan to reduce the starting pay for Police Constables to a level as low as £19,000. I passionately and fundamentally disagree with that decision and I have agreed with the Chief Constable to offer new recruits the highest possible starting salary of £22,000 per annum to ensure we continue to attract candidates of the right calibre to serve in Surrey. I have also spoken out against proposals to introduce direct entry and fast-tracking to Superintendent level into the Police Service. A Superintendent has a vast responsibility, dealing with complex, sometimes life-or-death decisions which could impact significantly on the whole community. I believe it is unrealistic to think that someone can be prepared for this role after only 15 months of experience.



*Kevin Hurley and Chief Constable Lynne Owens at ceremony honouring 10 years of Surrey PCSOs*



# Making Savings and Securing Surrey Police's future

Since taking office I have spent much of my time looking at Surrey Police's finances and business planning. Along with all police forces and public sector service providers, Surrey is facing a difficult financial future. With a 10% reduction in government funding in the last two years and further cuts to be made in the next few years we need to work with others to make savings and make the best possible use of the resources we have.

One of the first decisions I made was to halt the programme of sales of Surrey police stations. Since then, Surrey Police on my behalf has been carrying out a review of the sales to ensure that we are getting best value for money from the estate.

I have also reviewed the programme to replace Surrey's policing computer system. The current system is coming to the end of its life and Surrey Police had been pursuing the development of a bespoke system. However, I have determined that the benefits of collaborative working with other regional forces are so great that we need to work up a solution that ensures best value for money and common regional systems in the future.

The Chief Constable and I have been working with Sussex Police and the Sussex PCC, Katy Bourne, to look at where Surrey and Sussex Police can collaborate together to make savings.

Surrey gives more to the Exchequer in taxes than any other county, yet Surrey Police only receives around half of its funding from the Government, compared to other forces such as West Midlands Police, which receives 87%. Surrey residents have to make up that difference by paying more in council tax. I believe this is most unfair and I am campaigning to get an appropriate level of government funding for Surrey Police, one which recognises the County's huge contribution to the nation's finances and the real costs of keeping our communities safe. I am working closely with our local MPs, who continue to be highly supportive of Surrey Police, and David Hodge, Leader of Surrey County Council - an organisation which faces a similar financial plight to ours.



*PCC Kevin Hurley and Deputy PCC Jeff Harris (r) meet with David Hodge, Leader of Surrey County Council (second r) and his Deputy, Peter Martin (l)*

# Contact Us

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## Performance Summary

The information below provides a summary of performance information which can help inform progress against my plan. The data below is just a summary of a wide range of information which I use to judge performance, alongside meeting with the Surrey public and partners to hear their views about what is and isn't working.

Indicator	2011/2012	2012/2013	Notes
Total notifiable offences	61757	52731	Notifiable = crimes that are recorded by the Home Office
Burglary dwelling	3404	3400	House burglary
Violence with injury	3415	2867	
Robbery	375	248	
Serious sexual offences	444	419	
Detection rate burglary dwelling	18.4%	13.8%	
Detection rate violence with injury	43.9%	45.4%	
Detection rate robbery	23.5%	35.1%	
Detection rate serious sexual offences	32.4%	42.5%	
Charge/ cautions for Class A/B drug supply	758	697	
Public confidence that police/councils deal with local ASB and crime issues	58.3%	59.8%	Measured by a national survey
Confiscation orders at court and cash seized from criminals	£828,882	£3,127,329	Surrey Police will receive about 19% of the orders and 50% of cash seized
Police Officers	1940	1941	
Police Staff	1990	1979	
Police Community Support Officers	206	192	
Number of specials	345	262	
% people seeing patrol at least monthly	57.1%	59.1%	
Overall crime victim satisfaction	84.7%	85.8%	
Anti-social behaviour victim satisfaction	78.4%	79.8%	
% 999 calls answered within 10 seconds	93.3%	93.4%	
% grade 1 (emergency) calls attended within 15 minutes	82.9%	82.9%	



