

Office of the Police and Crime  
Commissioner for Surrey

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**Annual Report**

2014-15

**ZERO  
TOLERANCE  
POLICING**

*Your priorities remain my priorities as we go into another year:*

- *take a zero tolerance approach to crime and anti-social behaviour*
- *deliver more visible street policing*
- *put victims 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*

*- Kevin Hurley*

# Introduction

It's been another really good year, building on our previous success with burglary down another 18% on top of 7% the previous year. That's 808 fewer homes subjected to the trauma and misery of a break in since I took office.

What's more, we've taken back more (£1.7 million) of the ill-gotten gains of thieves this year and about a fifth of that comes back to us from the Treasury and is used to improve visible policing in our county.

Her Majesty's Inspectorate of Constabulary has reported that Surrey is the only UK Force to have increased its total number of officers.

Last year the Office of the Police and Crime Commissioner (OPCC) gave more than £1m to support victims of crime, often women and children who have suffered the effects of domestic violence. We fund both individual support and refuges, where survivors can begin to re-build their lives.

It's really good news and it's what so many of you told me you wanted.

But it's not all rosy in the world of keeping your county safe. The Government has already cut 25% of the policing budget and there will

be further cuts in each of the years to come. We face real problems. I regret that I have had to continue selling off police stations, and worse, anticipate losing nearly 500 more people.

At the same time we still need to pay more attention to some of the most horrific and hard to detect areas of crime. Sexual exploitation of children, cybercrime, terrorism, and people trafficking all cross international borders, and all require highly trained specialist officers to combat their activities, and to counter the sophistication and secrecy of the perpetrators. This is expensive, and will take resources away from our street policing.

I am not at all happy at having to look at new ways of raising money to pay for these emerging crimes. That's why I am still considering whether we should be paying more through our council tax for policing. There is no one else to ask. So far so good though - even if there are some dark clouds on the horizon.

As ever, I am grateful to the Chief Constable and her team, as well as all the local councils and our other partners in the community who are always doing their best to maintain a good service, no matter what the difficulties.



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

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

# Take a Zero Tolerance policing approach

This time last year I expressed my wish to take my Zero-Tolerance approach beyond policing and link up with local authorities and other organisations to work together to produce a safer and more pleasant environment for Surrey residents.

There is progress! Reigate & Banstead Borough Council and Spelthorne Borough Council have embraced the idea and are acting as pilot sites. In these areas the Local Authorities and Surrey Police's Neighbourhood Teams have created a uniformed Enforcement Team who work together to tackle the communities' concerns on litter, fly-tipping, antisocial parking and antisocial behaviour.

In both areas, the teams have been effective time and time again in dealing with the issues that blight our lives. In one area, a report of an abandoned vehicle quickly turned

into a search when the vehicle in question could not be found. However, when two members of the Joint Enforcement Team saw it drive past, the driver was pulled over and found to be driving without insurance. The car was seized – a great success! I hope we've crushed it!

We hope that all the other boroughs will see the benefit in this example and follow suit.

In addition to setting up and funding these teams, my deputy, Jeff Harris, has awarded over £623,370 from my Community Safety Fund to partner organisations and volunteer or community groups who work in Surrey to keep our streets and homes safe. In all, we've funded 52 different groups including Surrey Search and Rescue (for which I funded a replacement 4x4 vehicle to help in searching for missing people) and Transform Housing, which helps



*"I just wanted to say how impressed I was with the speed and efficiency with which you dealt with my report of fly tipping in our front garden. Both the service supplied by Reigate & Banstead Borough Council and the local police was exemplary. Thank you."*

**- Resident of Reigate & Banstead**

supports ex-offenders to get jobs and housing and move on with their lives away from crime.

I've also continued to fund the 'Respect and Remember' Project which sees young offenders with community payback orders cleaning up war memorials across the county. You can read more about the projects we have funded on my website.

In terms of crime, I am pleased to report that burglary (one of your priorities) is further reduced (25% down since I came to office) and detection rates have doubled. That's 808 fewer victims suffering the trauma of burglary.



# More visible street policing

Throughout the year, Surrey Police has taken advantage of the Proceeds of Crime Act, which allows us to take away money from criminals and use it to fund aspects of our policing service. We seized £1.7 million from convicted criminals last year, yet we only get back 18% of that back to enhance our service. The Association of Police and Crime Commissioners continue to lobby the Home Office for the right to use a greater percentage of this money to fight crime and I was pleased that at the Police Federation Conference this May the Home Secretary pledged to return to each force a greater share of the proceeds of crime they had seized.

We in Surrey have put that cash towards making our roads safer by combatting speeding, drink driving, use of mobile phones, and non-use of seat belts. We have placed dedicated teams on roadsides to educate motorists on driving safely. 389 drivers were stopped and given education and advice on speeding, and 97 drivers went on driver improvement courses.

Even so, there is still a lot to do. Road deaths have doubled in the past year. We plan to introduce drug wipes to deter drivers who think they can get away with using any mind altering substance that isn't alcohol.



**Put victims at the centre of  
the Criminal Justice system**

In October 2014, my office took responsibility for the commissioning of support services for victims and witnesses of crime. We have been working closely with victims, many of whom are children who have suffered the effects of violence in the home. The East Surrey Domestic Abuse Service has, as a result, been able to fund specialist childrens' workers across the county. They are full of praise of Assistant PCC, Jane Anderson, and Lisa Herrington from my office who clearly go way beyond simply allocating funds:

***“Jane and Lisa have obviously had a role in making the huge amount of training we have been able to deliver a possibility through funding but have also truly listened to what survivors need and unfortunately that is not always the experience of my colleagues in other areas.”***

One of our projects, a women's refuge in West Surrey, has been featured in the Sun Newspaper's campaign to halt the closure of women's refuges. Charlotte Kneer, herself a survivor of horrific and life threatening abuse, now runs the refuge and has a deep understanding of her residents. She told the Sun:

***“It takes great courage to leave. I know I've been there. It's my aim to help women and children stay left. The reward is seeing a family that's been broken leave this house whole”.***

We also provide transitional funding like food vouchers and money for new school uniforms so that children who've had to move away will not stand out at their new school.

As a result of this work and our increasing expertise in the field, my Assistant PCC and my staff are recognised as national leaders in commissioning victims' services and have addressed an All Party Parliamentary Committee on the subject of domestic abuse.

Polly Neate, Chief Executive of Womens' Aid has also been generous in her recognition of our work with victims:

***“We applaud the Surrey Office of the Police and Crime Commissioner for making domestic violence a key priority, and for working to set up an effective strategy for dealing with survivors of domestic violence. Domestic violence is rife within our society and the work of OPPCs should reflect this; it must be taken seriously. We hope that the Surrey OPCC will set a precedent for the rest of the country to follow in their footsteps.”***

I have now spearheaded victim support partnerships with our neighbouring Police and Crime Commissioners in Sussex and Thames Valley and written to all the other Police and Crime Commissioners to encourage them to contribute the continuing viability of Refuges in their areas.

***We have commissioned services that support children who have witnessed or experienced domestic abuse, to allow them to make sense of their experiences, to feel empowered to make choices about their future and to develop positive coping strategies.***

***In one case, ‘Annie’ was referred to children’s outreach service because her mother and school were concerned about behaviour. She was showing signs of anxiety and very low self-esteem. Through play sessions, Annie opened up about her experiences and in one session disclosed physical abuse. She began to say that she felt scared. Therapeutic work was done around her worries and to build her confidence through non-directive play and Annie began to direct the worker in how she wanted the play-dough / clay / painting to look. This play allowed Annie to have a sense of control and autonomy in her life. Annie’s mum has reported she seems a lot happier and calmer but is still displaying physical symptoms before contact with her father. The sessions have built trust and a good foundation for future work to build on.***

# Give you the opportunity to have a greater say in how your streets are policed

You may have been able to get to one of my Crime Summits – there's been one in every Borough and District in the county during 2014-15. These aim to give you the opportunity to not only hear from me about what I've been doing, but also to tell me about what worries you about safety and order in your area. Then I can work out what I can do to make Surrey even safer. Over 600 people turned out this year to have their say, and I invite all of you to an event near you in the coming months. Check our website for details.

This year, I consulted with you on whether you would be willing to support an increase in your council tax (just about a pound per week for a Band D household) to give Surrey Police the opportunity to invest more in keeping our children and vulnerable adults safe, in dealing with online fraud and in maintaining

a visible presence in our towns and villages. I respected the views of the majority by abstaining from increasing council tax to this level, and I will continue to listen to you, the public I serve, on how I should go forward with this.

Online, I continue to increase the ways in which you can communicate with me and my office. This year, we've launched both a Facebook Page and a YouTube account, where you can find out more about the work I'm doing in the county through our regular posts and monthly update videos. Here, you're able to leave comments and queries at any time. Additionally, this year I took part in the first of many YouTube webcast interviews with the Surrey Heath Residents Network, giving you yet another opportunity to get your questions answered. We continue to maintain our active

Twitter account, @SurreyPCC, where over 3,500 people follow us and comment on the work we're doing. You're welcome to join the conversation on any of our accounts.



# Protect your local policing

As a result of our careful planning we are one of the best placed forces in the country to deal with austerity. The Chief Constable and her senior leadership team have done an admirable job. Her Majesty's Inspector of Constabulary (HMIC) praised us on our ability to find spending cuts and still maintain a good service so far. We are the only one of 43 forces to have increased police numbers this year.

However, there are more cuts to come, and ever increasing demand in areas of cybercrime, sexual crime against children and fraud. These are the Government's priorities and all need specialist officers. In order to pay for that, we will have to take resources away from your local policing. During my time in office, I have been working hard to make Central Government aware of the significant issues that the police face when it comes to our funding. The formula that is used to allocate money across the country is unfair, and it has left Surrey Police as the only force in the country which is funded predominantly by you, our residents, through Council Tax.

To plan for the future, during the last year I considered holding a referendum giving you the chance to vote on whether or not you would pay a little more on your Council Tax (a little over a pound a week per family) to benefit from considerably better policing. I have postponed this option for the time

being because I want to give you plenty of time to understand and consider the implications of a "Yes" or a "No" vote. However we proceed, I will continue to do what I can to ensure that Surrey Police remains one of the best forces in the country.

Over the last year I have also been vocal about the need for the Government to merge the 43 separate police forces in England and Wales and move to a national force (or at least regional forces). I estimate that £2bn can be saved from the police budget by getting rid of the majority of expensive headquarters and management overheads (including Police and Crime Commissioners). These savings can be used to improve policing, as Scotland has been able to do by moving to a national force. I will continue campaigning on this front over the next year.

I have been working with the Chief Constable to ensure our staff are as well trained as we can afford. Although some police training is set nationally, locally I have agreed that £1m can be spent on training our staff to best police Surrey, including training on specialist policing such as dealing with domestic violence, and in using new technology. Our officers now have mobile data terminals, which allow them to gain immediate access to crucial information and also means they don't need to spend time in an office doing paperwork.



At the same time as coping with reduced budgets, police still get constant criticism, which is damaging to morale. I continue to work with the media and speak at conferences to put forward the good work that police officers and staff carry out. I ask you, the Surrey public, to stand with me in thanking them for their brave and hard work during difficult times.

*"Despite having to make savings, the force is increasing police officer numbers, which is commendable."*

**- HMIC**

# Be uncompromising in the standards you expect from your police

When you call for help, you expect to promptly receive the highest standards of service and conduct from the officers who come to your aid. On almost every occasion, this is what you will receive. However, people are not perfect, and sometimes both officers and staff fall below the standards that we expect.

To ensure that these standards extend to every contact we have with the public, my office has two important functions.

Firstly, we ensure that complaints against police officers are always followed through correctly, and that those who complain are heard, have a proper understanding of procedures and are kept informed of the progress of their case. I have appointed a

dedicated officer to work in my office keeping in constant contact with complainants.

Secondly, as the PCC, I am responsible for ensuring the standards in which people detained in custody are kept. We have a group of highly trained volunteers who drop into our custody centres unannounced, day or night. They make sure that detainees are being cared for appropriately and that their rights are being respected. Should they have concerns, they speak to the Inspector managing the suite, to advocate an appropriate resolution on behalf of the detainee. If this doesn't happen the Independent Custody Visitors can raise their concerns with me or with the Chief Inspector at meetings held every quarter.

I want you to be able to see what I do so that you can comment on it. I want to be transparent, and for that reason I have continued webcasting my official meetings with the Chief Constable, where I am able to hold her to account for the actions of her officers and praise them for their good work.



## Crime Reduction

The table below gives headline crime figures for the 2014/15 financial year. There has been a noticeable reduction once again in acquisitive crimes such as burglary and robbery. Violence with injury, including domestic violence, and sexual offences are showing an increase. This is in great part due to a rise in reporting of these offences due to victims' increased confidence in the police. The PCC's office and Surrey Police work with domestic violence and sexual assault support services to encourage more people to report crimes.

Crime Reduction	FY 14/15	FY 13/14	Change	% Change
<b>Serious acquisitive offences</b>	6268	7462	-1194	-16%
Robbery	228	251	-23	-9.2%
Domestic burglary	2592	3151	-559	-17.8%
<b>Violence with injury</b>	5027	3494	+1533	+4.4%
<b>Serious sexual offences</b>	931	543	+388	+7.1%
Rape	420	248	+172	+69.4%
<b>Total Notifiable Offences</b>	50,339	48,486	+1853	+3.8%

## Positive Outcome Rates

The table below shows the end of year detection rates, or positive outcomes, for Surrey in the last year compared with the year before. Of particular note is a large increase in the detection rate for burglary offences. The detection rate for sexual offences has reduced. This is due to an increase in reported sexual assaults, however many of these historic, it has been difficult in many cases to achieve a conviction.

Positive Outcome Rates	FY 14/15	FY 13/14
<b>Serious acquisitive offences</b>	12%	9.6%
Robbery	25.4%	23.9%
Domestic burglary	18.5%	11.5%
<b>Violence with injury</b>	32.2%	37.5%
<b>Serious sexual offences</b>	14.9%	30%
Rape	10%	19.8%
<b>Total Notifiable Offences</b>	25%	26.9%

## Custody

A zero tolerance policing approach requires the suitable provision of custody spaces and efficient custody procedures. The table below shows the number of people arrested and taken into custody in the last two years.

Custody Suite	FY 14/15	FY 13/14	Change	% Change
Eastern (Salfords)	5634	2302	+3332	+145%
Western (Guildford)	6402	6005	+397	+6.6%
Northern (Staines)	5383	5063	+320	+6.3%
Historical (Reigate & Woking)	269	5354	-5085	-95%
<b>Total</b>	17688	18724	-1036	-5.5%

## Victim Care

The table below shows how satisfied victims of crime and anti-social behaviour are with the service they have received. Satisfaction levels have shown a small drop but remain high.

Victim Care	FY 14/15	FY 13/14	% point Change
<b>Overall crime victim satisfaction</b>	85.7%	86%	-0.3%
<b>Anti-social Behaviour victim satisfaction</b>	77.7%	80.3%	-2.6%

# Contact Us

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