



### Questions asked before meeting

1. I think Surrey Police put too much focus on catching drivers speeding just 6 miles over the limit. Modern cars have much better braking systems than when limits were set years ago, so if anything limits should be raised. Should you not focus on more serious crime like burglary, theft and anti-social behaviour?

**Response from Kevin Hurley, Police and Crime Commissioner** - Speeding is a serious crime. The number of people who have been seriously injured on the roads has increased by a third, and the number of people who have been killed has doubled this year. Surrey Police are not wasting their time when it comes to dealing with speeding, the cars do not stop in time, and even 6 miles an hour extra can be the difference between not hitting someone and causing another death on the roads. Meanwhile, we are focusing on burglary, it is down 25% across Surrey and we are working in partnership with boroughs and districts county-wide to deal with aspects of anti-social behaviour.

2. Why are people answering the police telephones, in my experience, so negative and unhelpful? I have several instances from them of claims that the police "don't do" e.g. burglaries, soft drugs, fraud - which prompts my query "What do they do apart from annoy motorists?"

**Response from Kevin Hurley, Police and Crime Commissioner** - I can reassure you that the police very much do deal with these kinds of incidents. Moreover, calls to the 101 and 999 numbers are both recorded – if you experience a poor service, then please raise it with our professional standards department.

3. I understand that if I find a bunch of keys or a wallet in the street, the police are no longer interested and it would be up to ME to try and trace the owner and return the item. It should be noted that if the item is not returned, it could be classed as theft. Is this true and if it is, why should I or anybody bother?

**Response from Kevin Hurley, Police and Crime Commissioner** - Under the current policy, whilst Surrey Police has no obligation to deal with found items, officers at a front counter will take the item and retain it for 28 days before disposing of it should a finder refuse to retain the item.

4. How can I prevent door to door sellers calling unannounced?

**Response from Kevin Hurley, Police and Crime Commissioner** - Trading Standards have an excellent yellow sticker scheme to assist with this. Additionally, Neighbourhood Watch should be able to assist. Of course, if you see anyone acting suspiciously in your area, please dial 101.

5. I am a volunteer with an organisation that supports victims. On two occasions during the last month I have supported victims who have been the subject of terrifying experiences. Neither of them I am happy to say occurred within the Elmbridge Borough area, although Elmbridge is not immune to such experiences.

**Response from Kevin Hurley, Police and Crime Commissioner** - There is no well-established process involving the police, social services, housing and medical services to enable proper and timely consideration of cases to be made. There needs to be. The police are able to investigate these incidents should the victims come forward and provide evidence. I encourage you to contact the police directly to allow them to do their job and bring these people to justice.

6. I have one major car parking concern where Queens Road (between Manby Lodge School and the top of Monument Hill) appears now to be used, in effect, as a car park. Most vehicles are parked partly on the pavement and hence there are obstructions both on the path and in the roadway. A number of vehicles appear to be parked for twelve hours or more. In view of the proximity of Manby Lodge school and the nursing home the area looks a potential accident site.

**Response from Elmbridge Borough Council** - This has been raised with Surrey County Council to consider adding additional restrictions at this location as part of the parking review within Weybridge

### Questions asked in the meeting

**Q1** With the 25% cuts from the Government is it a good thing that we've got a smaller budget so the proportional cuts are less?

**Response from Kevin Hurley, Police and Crime Commissioner** – Yes, the 25% cuts will hit us less as it's a 25% cut of a smaller amount. I am still doing all I can to get a better deal. Other areas are losing more staff and officers.

**Q2** We have many problems with Travellers in in Elmbridge. When they leave there is lots of mess to clear up. Have there been any successes in prosecuting these litter louts?

**Response from Acting Inspector Greg Turner, Surrey Police** – No, this is difficult to tackle. The Police have powers to move Travellers on but the guidelines are not consistent with the legislation. If anyone is seen dropping litter they will be prosecuted. We do act on Traveller incursions very quickly. Many evictions are civil and so led by Elmbridge Borough Council, not Surrey Police. We work in partnership on this issue.

**Response from Rob Moran, Chief Executive, Elmbridge Borough Council** – We have an excellent working protocol with Surrey Police. The response depends on where they settle. We have a duty to carry out welfare assessments first and then we are reliant on the courts having space to hear cases. We try to reduce disruption as much as possible.

**Response from Kevin Hurley, Police and Crime Commissioner** – We have to deal with any offending behaviour in three ways:

- Education – especially with young people.
- Engineer out the problem egg alarms, double glazing, speed bumps.
- Enforcement – need to apply legislation and have the people to enforce it. For this you also need adequate resources.

**Q3** I am encouraged to see a reduction in crime statistics and an increase in the visibility of Police. With budget cuts and a priority of reducing violent crime what are the thoughts of the panel on technology including CCTV in public areas? E.g. around Walton-On-Thames train station.

**Response from Rob Moran, Chief Executive, Elmbridge Borough Council** – There are 51 CCTV cameras in Elmbridge, these are specifically placed after detailed assessments. A grant was received from Government to support these a number of years ago and Elmbridge Borough Council added in additional funds. The CCTV is monitored under contact by Runnymede Borough Council. They are monitored 24/7.

**Response from Kevin Hurley, Police and Crime Commissioner** – CCTV is a wonderful tool but is limited in value as offenders often cover their faces. There is also a cost implication which is important with tight budgets.

**Q4** I received unsolicited text messages that cost me money on my mobile phone. I went to the Fraud Squad who are collating information. I hope to have some money refunded, I would encourage other to report any incidents like this that you experience.

I also want to note that I went away for two weeks and when I returned my neighbours said that there had been burglaries in the area but they did not report them. Staff at Surrey Police had told them that they would not attend for burglaries. Cars and outside storage areas were broken into. This could mean not all burglaries are reported.

**Response from Kevin Hurley, Police and Crime Commissioner** – I am sorry to hear this, please report all burglaries as we do investigate them. I hope this was a mixed message. Please give me the details and I will look into it. It can take some time to get through to the 101 number and we do have room to improve.

**Q5** Elmbridge Borough Council and Surrey Police work very well together with regard to Travellers. The flow of information is good. People need to be ready and willing to give evidence and report things. I am disappointed that the Police Panels that have been held for the last 20 years have been cancelled. 50-60 people attend, the local Residents' Association meetings include these Police panels. The problem is that Elmbridge residents don't like to make a fuss. They need to stand up and be counted and the panels help this, please reconsider.

**Response from Kevin Hurley, Police and Crime Commissioner** – I received a letter today from residents regarding this. There have been issues of impartiality at some panels. I will look into this with the Borough Inspector. People do need to stand up and be counted.

**Response from Acting Inspector Greg Turner, Surrey Police** – There are several reasons for this. We are operating in tough times with limited resources. Staff also have more rigid shift patterns and so cannot always be free to attend meetings with pre-set dates. Surrey Police have provided a date for a future panel meeting that will cover a wider area. 20 years ago we didn't have the internet and social media, people now use this to contact us. We have to make changes to meet the resources we have available. We will review this in the future.

**Response from Kevin Hurley, Police and Crime Commissioner** – Police have to balance resources in respect of public demand.

**Response from Jeff Harris, Deputy Police and Crime Commissioner for Surrey** – If crime goes down the argument is that that you need less Police. If it happens to you please report it, all information is valuable.

**Q6** We are unrepresentative of children and young people. A child visited my house who had a black eye and was fearful of reporting it. Young people don't always contact the Police as they fear retribution. What happens when Police are called out to other areas? What creative strategies are you going to come up with in relation to drugs?

**Response from Kevin Hurley, Police and Crime Commissioner** – We lose local officers to many national events such as G8, London riots and the marching season in Northern Ireland. There are only a finite number of officers. It is our priority to ensure Police officers are available to respond to 999 calls and it may be unlikely that local officers will always be available. Some people chose not to inform us of incidents but it is important that someone does. Drugs are a huge money making industry. We can only deal with incidents when someone reports them.

**Response from Jeff Harris, Deputy Police and Crime Commissioner for Surrey** – We are aware that dealers are moving out of London and lots of work is being undertaken to address this.

**Q7** – Hackers can not only send emails to your contacts, but your contact's contacts, so people you don't even know. The people I have spoken to feel that this is just something that happens all the time but we have to get it through to people that they shouldn't take that attitude and should report it. People don't think of it as a crime but they should and they should report it. The Police are to be congratulated when people report a crime. Someone who came forward to act as a witness but wasn't needed was kept informed of the case by the Police. I am very impressed.

**Response from Jeff Harris, Deputy Police and Crime Commissioner for Surrey** – We have two objectives; to reduce the number of people killed on the roads and to reduce cyber-crime. Last year there were 7m recorded crimes in the UK with 900m potential cyber-crimes. Please report them so we can trace them back. We are going to announce a preventative project in the next few weeks to get information on scams out to people. Please let me know if you have a community group you would like us to come and speak to.

**Q8** The Police helicopter is expensive, is it cost effective?

**Response from Kevin Hurley, Police and Crime Commissioner** – The helicopter is now operated by the National Police Service, where all forces contribute to the costs. There is an issue about how often they are launched. The Inspector must make a request to the National Command Centre to use it. It is very valuable in finding missing people and in high speed chases.

**Q9** I am disappointed in the decision to stop Police Panels.

**Response from Kevin Hurley, Police and Crime Commissioner** – I will look into the issue and discuss with colleagues at Surrey Police.

**Response from Acting Inspector Greg Turner, Surrey Police** – They are not being stopped, it is just that some need to change. The Neighbourhood Teams will be available on a monthly basis in all areas.

**Q10** Please can we have some more information on the Joint Enforcement Teams? (JETs) What prevention programmes are being considered? A new anti-social behaviour law came in in November 2014, what new powers did this bring?

**Response from Kevin Hurley, Police and Crime Commissioner** – The JET idea comes from the London Borough of Newham and brings together Council and Police powers. Council officers can be delegated powers for policing.

**Response from Rob Moran, Chief Executive, Elmbridge Borough Council** – This initiative from the Police and Crime Commissioner will see staff from Elmbridge Borough Council working closer with Police officers. Council officers will also be visiting the London Borough of Newham to see how it works. The project has started in Reigate and Banstead and Spelthorne. In the new ASB legislation there are a whole range of new powers including criminal behaviour orders, dispersal powers, closure powers, community triggers which we can all use in partnership.

**Response from Jeff Harris, Deputy Police and Crime Commissioner for Surrey** – Each borough and district will also be receiving £6,000 to go towards preventing anti-social behavior.

**Q11** A lot of support comes from Neighbourhood Watch but we don't see much publicity or promotion in Elmbridge. We have direct information email lists and promote volunteering. Please support and use us.

**Response from Jeff Harris, Deputy Police and Crime Commissioner for Surrey** – We are totally committed to supporting Neighbourhood Watch, this will be the main portal for the cyber-crime project. We do need to take every opportunity to promote Neighbourhood Watch. Please let me know what I can do as funds are available.

**Response from Rob Moran, Chief Executive, Elmbridge Borough Council** – This is a point well made. The partnership needs to take that message away and look at supporting Neighbourhood Watch more strongly.

**Q12** Congratulations to Surrey Police on some excellent work. What more can we do to bring people to the panel sessions and can more partners, such as Housing, attend?

**Response from Rachael Smart, Paragon Community Housing Group**– We are happy to attend and will pick up after the meeting.

**Response from Rob Moran, Chief Executive, Elmbridge Borough Council** – If we are



requested to attend we will do everything we can to do so. The Council also runs Let's Talk Elmbridge events for residents that partner agencies also attend.

**Q13** Please can you explain why the Hersham pages of the Surrey Police website has been stripped of all information? The last panel meeting was last August and the one on 5 November was not held.

**Response from Acting Inspector Greg Turner, Surrey Police** – There is no force requirement for panel meetings. There is only one officer in Hersham currently and they are very active on Facebook and twitter and this is how a lot of people contact him. Please keep an eye on social media.

**Q14** There are garages in disrepair and these are owned by Paragon. 8-14 year olds have broken in. This was reported four weeks ago. Will the JET engage with rude and abusive older children?

**Response from Rachael Smart, Paragon Community Housing Group** – I will get the details of the garages from you and look into this. We work with Surrey Police on addressing anti-social behaviour. The JET will be directed by our Join Action Group which looks at anti-social behaviour and community safety issues in the Borough. If there is an ongoing issue with the garages we can refer it to our Joint Action Group for a multi-agency response.

**Response from Rob Moran, Chief Executive, Elmbridge Borough Council** – It is important we don't demonise young people. Chilling out is not a crime so maybe the youth service could assist in this issue.

**Q15** What are the Police doing to curb the ownership of dangerous dogs and educate people about them? What can I do to prevent anything happening, what deterrents are there?

**Response from Kevin Hurley, Police and Crime Commissioner** – There has been an increase in the ownership of status dogs. Legislation covers some breeds. We may need to increase the awareness of police officers of the powers they have.

**Response from Jeff Harris, Deputy Police and Crime Commissioner for Surrey** - From April 2016 new legislation will require all dogs to be micro-chipped. Please mention it to your children's schools as they may be able to educate them in this area.

**Response from Acting Inspector Greg Turner, Surrey Police** – Every dog can be a risk, regardless of breed. This is a very emotive subject. If you see a risk, get out of the situation. Alarms are not effective, it's best to just get out of the situation and report any concerns.