

You say you have increased Police Officers. Where are they? I never see them.

Surrey PCC: We are the only Force in country to have increased the number of Police Officers. HMIC have also said that we have excellent plans in place to deal with austerity.

However, despite the increase, we have to spread available officers across a large number of different roles. These include answering 999 calls, neighbourhood teams, dog handling, patrolling the m25, and investigating serious crime like CSE and rape. We also have to provide secondments to SEROCU to assist with fraud investigation and terrorism.

Local Inspector: The website includes pictures of officers that police your ward. That said, I have to move resources to where they are needed and this means we can't always support non-core policing activity such as fetes and community events. But there will always be someone there if you need them and dial 999.

Do you support proposals to close and consolidate local fire stations?

Surrey PCC: Many functions carried out by the Fire Service are similar to those of the Police. Government Policy is looking to give responsibility to PCCs to look at where these services can better collaborate. I can't answer specific questions about proposals to relocate local fire stations as I have not been directly involved. However, I understand that nationally demand has dropped off significantly, and a lot of work is now focussed on fire prevention. I am sure that any change still complies with government requirements concerning response times.

Mr Hurley made a promise that there would be a visible police presence. Has he therefore failed to do this?

Surrey PCC: HMIC has confirmed that Surrey Police has increased the total number of officers.

I have a question regarding JET. Do we have any numbers for issued FPNs and can JET teams enforce double yellow lines?

Steve: We don't do double yellow lines. The majority of FPNs are issued for fly tipping.

Surrey PCC: Government previously took the power to enforce double yellow lines away from the Police and gave it to the County Council. We are currently trying to get County to redesignate this power back to Boroughs and Districts so JET teams can take action.

What support is being offered by Surrey Police to support victims of domestic abuse?

Surrey PCC: My office has commissioned a number of services that help support victims in Surrey. In terms of the operational response, once Police Officers have dealt with the initial incident, it gets passed to a specialist team who deal with follow-up work. It's a very sensitive

area and they are trained appropriately. Body worn videos will help, as they can capture the scene as they find it - this will help when victims don't always want to prosecute.

Neighbourhood Inspector: We've seen an increase in reporting numbers. People seem more confident to report. Our priority is to take positive intervention when dealing with DV. Most the time someone is arrested. The focus is on taking the offender away. Even if we can't get a prosecution, it gives the victim space. We can also put processes in place to keep the offender away from the victim once released from custody. We also provide flexible support for those who do not wish to leave the household. I have loaned two of my staff to the Domestic Violence Unit to help with this important area of work.

Are assaults on police pushing up crime numbers and making areas look more dangerous than they are?

Neighbourhood Inspector: All crimes need to be reported. There are HO Counting Rules to adhere to, and this is, in the short term, making look violent crime rates look higher.

Do you have any contact with local courts in order to get support for Police?

Surrey PCC: I often meet with Crown Court Judges, as does my ACC, Jane Anderson. The DPCC represents us at the Criminal Justice Board, which has representation from the courts. The problem is that those within the system are very much restricted by the rules imposed on them by government.

Regarding NH Police Panels, I understand these have been cut back. I found them really useful. Sadly the last one I attended was in a very unsuitable venue and I couldn't hear anything. Could I ask that in the future venues are carefully selected?

Local Councillor (in audience): I have looked into this matter and in future all NHW meetings should be taking place in the Council Chamber.

Surrey PCC: I am passionate about giving residents a voice. In principle police should be supporting.

Neighbourhood Inspector: They are an effective tool, but numbers have reduced to such a point that officers may turn up to only a few people. We sadly have a zero-budget for venue hire. I think we may look to consolidate some of the Panel meetings, to make best use of resources. We are also using FB Panel meetings, although I accept some prefer face-to-face interaction.

Recently did a flyer drop in my area as there has been a rise in ASB and criminal damage. Lots of residents have contacted me and complained of a lack of police presence and police response around Cleveland Gardens in Shepperton. I'm concerned that these seems to be nothing the Police can do, so could I request that the Council's Community Safety Officer come and have a look at the issues we are experiencing?

Surrey PCC: Not saying nothing will be done. Just pointing out there are other priorities that the Police have to also focus on. Would really suggest looking into NHW - they may be able to support.

Neighbourhood Inspector: We do have tasking meetings, and we will take this to this meeting and look at the issue to see how we can help resolve.

Follow-up comments:

Councillor: In the past we had something called Active Citizen that allowed people to share these sorts of issues. However, feel resources could be better used by supporting NHW.

Councillor: Please always tell your local councillor about these sorts of issues. We will always take action.

Jeff: Active Citizens is very old and doesn't work very well. We are currently out to tender for a new replacement system that will be far better. We should hopefully have a contract signed within 3 months. I am a huge supporter of NHW - attend as many meetings as I can. CSF has been used to support NHW, such as modernising membership lists and buying new software to support activity.

Neighbourhood Inspector: In relation to ASB, we do need people to report in order to give us a clear picture. I'd like to try and get three people from the Borough to spend some time going through our Police data and passing it out to the NHW to inform their local work. I would however need some volunteers.

In Ashford East there are a few roads where I have not seen any NH Police. I would like to see patrols implemented.

Neighbourhood Inspector: Always happy to talk. However, patrols will always be deployed in areas where there is a clear need.

Surrey PCC: Police only deploy patrols when there is a clear intel picture. This is why people need to report crimes, otherwise we can't take action.

My question is on reporting. If there is a minor crime and someone dials 101, they have to wait up to 20 minutes, and many give up. If they then turn to the internet, the user has to determine which area the crime has taken place in. Responsibility seems to be put increasingly on the reporter, not the receiver.

Surrey PCC: Interesting feedback. My office will look into this and see whether the system can be improved. The 101 number is however much improved, although we continue to monitor.

Deputy PCC: The Government sets some of the questions that have to be used for Online Reporting, but we will feedback. It is a new system and maybe needs to bed down a bit - but I agree it can be a bit confusing.

There seems to be nothing in the annual report about finance, or at least not much detail. Also, what has money from selling Police Stations been used for?

Surrey PCC: We are looking to save £25 million. In terms of Police Stations, some of that money has been used to refurbish custody units, some has been used to deliver new technology such as MDTs and some has been used to maintain and increase our uniformed visibility.

Sussex by comparison are in a much worse budget position and are going through the motions of making significant cuts. I believe selling the Police Stations was the most sensible choice.

One of our concerns about collaborating with Sussex was that Surrey residents would be subsidising Sussex residents, as we pay more through our Council Tax. If we did start working any closer, we'd have to look to Government to help sort out the funding disparity.

You asked previously whether it would be good to give PCSOs additional powers. Most said yes, so why has this not happened?

Surrey PCC: I cannot dictate operational Policing to the CC, who holds these powers and can delegate them. I have made my feelings known to the CC and am in negotiations with her about designating additional powers.

Neighbourhood Inspector: PCSOs are employees, Police Officers are Crown Representatives. However, all my PCSOs have been trained in statement writing. They have also volunteered to undertake additional duties that are not technically part of their job spec, particularly around DV interventions.