

1. What about Pegasus? Why is not mentioned in these sessions?

People with a learning disability or those who find it difficult to communicate can register with Surrey Police's Pegasus scheme. The Pegasus database stores people's details, meaning those who may have difficulty giving their name and address when making contact are supported. Registering means that:

- *police staff can identify the person easily*
- *the person can quickly get on with telling the police why they made contact.*

We (council and the police) admit it hasn't been promoted enough – we will be focusing on the promotion of this over the next 12 months, by working with a number of partners, who may be in contact with individuals who would benefit from this service.

2. Who deals with parking on curbs and overgrown hedges? Is it local boroughs or county council? (As there are a number of areas that are extremely difficult to use with wheelchairs, guide dogs etc.)

We will, as Woking borough, take responsibility to try and fix this issue. We will ticket cars that have parked on pavements, as a priority between now and March. There will of course need to be exceptions to this – for example, if someone can't park outside of their house, without parking on the pavement.

With hedges it is much more difficult, but we (Woking Council) will arrange for them to be cut, if the occupier does not do so.

3. Why is there only a fine of £30 for parking on a dropdown curb but not wearing a seatbelt is £100?

We (Woking Borough Council) will look into increasing the fine (for parking on dropdown curbs) or using multiple fines. However, we obviously can't alter the settings, as this is the law.

4. You say that 'visible police on the street' is one of your priorities, yet we haven't seen the effects of this. Why is this?

We need to prioritise issues, but we also need collaboration from you (the general public) too. We have increased police numbers and austerity is biting, so there will be some reduction in the number of police that are out and about on your streets. However, we are still the best in the country, in terms of police visibility. For example, we will only be shrinking by 10% - so we will continue to have more officers around, than many other places. If you don't like this situation, then we need people to get behind our fight to the government to stop the reduction in funding.

5. It is not the visibility of police that is important, it's their reaction time to incidents. I know you've mentioned checking the police website, but we (as residents) don't have time to keep checking this. Can we not get alerts, when important and/or relevant information becomes available on the website?

We do have a system called Active Citizens, however, there is currently a number of issues with it, hence the reduction in alerts that have been sent out. We are in the process of upgrading to a new system, which should rectify this issue.

If you are interested in getting alerts relating to cyber-safety please do sign up to our [CyberSafe Surrey](#) website. The website provides members with up-to-date information concerning upcoming events and initiatives, and can be personalised to receive specific alerts.

- 6. The presentation you (Kevin Hurley) gave, does not match my experiences. For example, you refer to ‘receiving the highest possible standard of service from Surrey Police’ yet I have been with officers who were not even able to take a witness statement. So what does your ‘highest possible standards’ actually mean?**

Of course we can’t discuss individual cases in great detail here, but if you do have any issues with your force, please do feel free to contact the Office of the Police and Crime Commissioner and we can direct you accordingly.

However, with reference to your experience with junior officers, I (Kevin Hurley) can confirm that £1million is going towards training junior officers, to help improve their skills, across the county.

- 7. Have you got any statistics on the impact of restorative justice on the victims?**

Yes, these details were included in the presentation and can be obtained from Woking Borough Council website. We will also send these directly to yourself.

- 8. How can I report incidents of offending (in my local area) without feeling threatened?**

We (the local neighbourhood team) always need community intelligence. You can anonymously report to CrimeStoppers (0800 555 111), where all information provided will remain confidential. We (the local neighbourhood team) can always arrange to meet you out of the area. You can email your issues into ourselves.

When we receive information, it is graded, and assessed to see if we acted, would there be any danger to the informer.

- 9. How should you (the local neighbourhood team) engage with the community?**

Unfortunately, we don’t get it right every time. As we’ve mentioned already, our Active Citizens system is not working effectively at the moment, but this is generally the best way for us to contact people. However, it of course does depend on exactly what’s taken place, as to what information goes out, and how. Hopefully, once we have the new system up and running, it should help with this. The new system should also allow us to automatically contact the neighbourhood co-ordinator, so that they can help to disseminate messages more effectively.

Additionally, after April we will be becoming more localised, so this should also help.

- 10. (To the neighbourhood team) Can you tell us a little bit more about your team?**

We have a mixture of officers, PCSO's and a detective that make up our local team. In terms of officers, we have four teams, each with three officers in them. Currently the response officers are working separately from us, but this will be changing after April. Our team is small but works hard and the impact of this is clearly shown in the figures (in the presentation).

11. What have you (the local neighbourhood team) done to reduce burglaries?

A lot – over the last year there has been a massive effort towards this. We've used intelligence, covert operations, uniformed presence, partnership work and restorative justice, to name just a few. Of course, there has also been a shift in offending patterns, with a number of crimes now committed online.

We have also been doing a number of targeted patrols, focused on patrolling at night, and taken a targeted approach, with things such as Operation Candlelight. Of course all the work we do is a team effort, and we have been working closely with the council, who can feedback local information to us.

We also need local residents to help reduce their risk of being a victim.

12. What do you mean by 'zero tolerance policing'?

It is not just a rhetoric. It has two main strands

- 1) You don't ignore stuff – you do something*
- 2) You collaborate with anyone who can do something about it*

We've heard of lots of examples of partnerships working tonight, which is a case in point of this approach. There has also been a significant increase in the number of burglars and drug dealers being brought to justice – another great example.

It's really a mindset, obviously we do not have enough police to deal with everything, so this means getting the public involved too. For example, the council employs ASB employees. Please do get in touch with our office (Woking Borough Council) if you would like to be involved with this.

13. How is all of the work that Surrey police does, that might not be classed as a crime, included in the national funding formulas?

90% of the work that Surrey police does, is not related to crime. The reality is that it is not taken into account, and is not reflected in the formula.