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Commissioner for Surrey

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To: The Home Secretary
Her Majesty's Inspectorate of Constabulary

Dear Home Secretary and HMIC

Response from David Munro, Police and Crime Commissioner for Surrey to the HMIC report 'PEEL: Police Effectiveness 2015 (Vulnerability) – A revisit inspection of Surrey Police'

I took up office in May 2016, shortly after this revisit inspection was carried out. Having been graded as 'inadequate' in vulnerability and protecting victims in November 2015, it was particularly important that HMIC carried out this revisit. I am grateful for the revisit and it provided a focus for achieving improvements for Surrey Police in this vital area of policing.

Supporting victims is one of my top priorities as set out in my manifesto and newly issued Police and Crime Plan. I spoke to many people during my campaign who were concerned, as I was, about the inadequate grading and the need for improvement in this grading is highlighted in the Police and Crime Plan. The timing of the revisit has also meant that I can assess where Surrey Police are now and what further improvements need to be made.

It is pleasing to read that Surrey Police has made good progress in improving its child abuse investigations, treatment of missing person cases and improvement in the way the organisation deals with Child Sexual Exploitation. The force improvement plan has been built on an uplift in staff and better training and awareness and I'm pleased to see that this has translated into improvements.

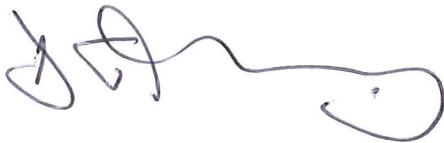
Overall, this report is realistically as good as I could have expected. There is still a way to go but I am confident that the measures put in place will bring about continued improvement. I congratulate Surrey Police and partners in getting this far in a short period of time and the progress reflects the hard work and considerable effort of individuals and teams to put things right.

As we move to the future this is a priority area for me and I want to see improvement embedded within Surrey Police and to ensure that vulnerable victims have a greater voice. I am also mindful that we balance resources and that other areas of policing delivery don't suffer whilst Surrey Police quite rightly focus on this area for improvement.

I have asked the Chief Constable for his views on the report. He has told me *"I am delighted that HMIC has recognised that all the hard work and focus on Public Protection in Surrey is now paying off. HMIC's previous findings sent shock waves through the force and prompted a significant review of our Public Protection resourcing and investigative approach. All the improvement work and investment over the last year is now really starting to deliver results which is excellent news because it means we are providing a better service to the people who need us most and making the county a safer place."*

This report will enable me to focus my scrutiny in the areas where Surrey Police need to embed their improvements and where further work needs to be done. I shall make sure that I hold the Chief Constable and partners to account on delivering against the Victim's Code, development of partnership data to give a full picture of CSE, progress on the Multi-Agency Safeguarding Hub arrangements and delivery against new initiatives. Separately, I am already scrutinising Surrey Police on its plans to improve IT to deliver better services to the organisation.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'David Munro', with a long, sweeping horizontal stroke extending to the right.

David Munro
Police and Crime Commissioner