

# **Police and Crime Commissioner for Surrey**

## **ANNUAL REPORT 2015-16**

## Introduction

The Police and Crime Commissioner (PCC) for Surrey is elected to oversee policing and community safety in Surrey. The PCC is responsible for setting a Police and Crime Plan, which must include the PCC's priorities, and then for reporting upon how that plan has been achieved.

This Annual Report provides a summary of performance against the Police and Crime Plan in place for the year April 2015 to March 2016.

David Munro has been elected as the Police and Crime Commissioner for 2016-2020. During the period of reporting however, Kevin Hurley was the PCC in office and this report refers to work carried out by Mr Hurley during 2015/16.

The priorities set by Kevin Hurley, PCC during 2015/16 were:

- Take a zero tolerance policing approach
- More visible street policing
- Put victims at the centre of the criminal justice system
- Give you the opportunity to have a great say on how your streets are policed
- Protect your local policing
- Be uncompromising in the standards you expect from the police

The following pages provide information on progress made against each of these priorities, detailing work carried out by the PCC, his Deputy and his office, known as the Office for the Police and Crime Commissioner (OPCC). Surrey Police performance is also shown at the end of the report.

## **Take a Zero Tolerance policing approach**

The priority to take a Zero Tolerance approach to policing aimed to ensure that crime and anti-social behaviour was being tackled, both by Surrey Police and by its community safety partners.

Over the last year, overall crime has increased by 17%. Increases have been seen in the reporting of domestic abuse, sexual offences, child abuse and cybercrime. This is considered positive in terms of increased confidence of victims to report. Burglary has reduced by 8%.

## **Joint Enforcement Teams (JETs)**

These are teams of uniformed council officers who work jointly with police officers and other council workers, combining their different but complementary powers to tackle low level crime. They share council accommodation to reduce costs and improve information and intelligence sharing and can deal with offences such as fly tipping, antisocial behaviour and abandoned vehicles effectively and expeditiously. They are a visible sign of authority and a deterrent. The pilot schemes in Spelthorne and in Reigate & Banstead, funded by the PCC, are now well established and many other boroughs and districts are running similar schemes or looking to develop a JET.

## **Community Safety Fund**

In 2015/16, the PCC put aside £690,000 from the total OPCC budget for funding community safety projects. Of this, £50,000 was allocated to domestic abuse outreach services for supporting victims of domestic violence and £214,000 to support PCC-led partnership projects, such as the Joint Enforcement Team pilots, Surrey Fire & Rescue road safety, crime diversion projects and anti-social behaviour prevention projects. The remainder was open to bids from partner organisations, charities, voluntary sector organisations and community groups. A project to educate children on social media awareness was also funded, with £35,000 awarded to a partnership with Eagle Radio who delivered the training to 25,000 children over 3 years.

## **Junior Citizens**

This scheme, particularly championed by the Deputy PCC during 2015/16, invited school children around the ages of 10 and 11 to attend events on all aspects of safety, including stranger danger, fire safety, online safety, water safety, animal welfare, anti-social behaviour and healthy eating. In the past 12 months the PCC has provided funding of almost £37,000 for Junior Citizen Schemes covering 7 of the 11 Boroughs and Districts.

## **Crime levels**

At the end of the financial year 2015/16, there were 58,932 crimes recorded by Surrey Police. This is an increase of 17% on 2014/15. However, the Crime Survey of England and Wales does not show a rise in the number of victims of crime. It can therefore reasonably be concluded that this increase can largely be attributed to more victims having the confidence to report crime of domestic violence (which often involves reporting several separate incidences of abuse) or sexual offences. These crime types have seen an increase in reporting of 21%

and 49% respectively. Recorded burglary offences have fallen by 8% and vehicle crime has increased by 12%.

Public confidence in Surrey Police remains high, with 91% of surveyed Surrey residents saying they were confident in their neighbourhood police.

### **CyberSafe**

The Office of the Police and Crime Commissioner (OPCC) has led the way nationally in aiming to prevent online crime. The Cybersafe project was initiated by the OPCC to look at ways to prevent and reduce cybercrime in Surrey, predominantly through the development of a sustainable partnership between the police, businesses, councils and other local organisations.

A key component is the CyberSafe Network, an online, collaborative resource for professionals and practitioners in Surrey; ensuring partners have access to the latest intelligence, allowing targeted dissemination of preventative messages, supporting coordination and acting as a central resource hub. Since its launch in July 2015 it has attracted 500 members. It has been recognised as good practice by the Home Office partnership bulletin, and is now franchised out to other police services.

## **More visible street policing**

This priority aimed to ensure Surrey Police resources are used as effectively as possible, along with money and assets recovered from criminals, to deliver visible policing.

### **Visibility**

Surrey Police is one of very few police services that has managed to increase its number of police officers in the past year by cutting back office staff. Last year, the Force budgeted for a total of 1,905 officers. This year the budget set in February for the year 2016/17 allows for 1,944 police officers.

However, in the past year, reports of current and historic rape, sexual offences, and domestic violence have continued to rise. This increase is considered to be due to greater confidence amongst victims to report crime. Online fraud and sexual abuse offences are also increasing; this means much investigative work is not visible on the street. Conversely, technology can be used to keep officers on the beat for longer. The PCC supported investment in Mobile Data Terminals through which police officers can make checks on vehicles or people, and write reports, all without returning to base. Body Worn Video is also being used in order to provide instant evidence gathering and to help diffuse potentially volatile situations. Their use greatly reduces bogus complaints against officers, because behaviour of officer and citizen is recorded.

The PCC agreed to the introduction of the new 'Policing in Your Neighbourhood' model in April 2016 which keeps dedicated Inspector-led policing teams in each borough or district. Individual officers also follow through investigations of their cases thereby maintaining continuity for victims and remaining "visible". Surrey Police has also campaigned to ensure that the public knows who to call and when, so that police 999 and 101 resources are not used when other organisations (such as local authorities or health providers) should reasonably be picking up demand.

### **Asset Seizure**

A total of £750,000 worth of property, cash and assets was seized from criminals by Surrey Police during 2015/16. This is passed to the Treasury and Surrey Police receive about 12% of this money back from the Government. Money seized from criminals has been used to purchase three cars for Surrey Police. These are marked to show that they were paid for by the proceeds of crime, and will be used to help patrol local areas.

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

In 2015/16 the OPCC dedicated a budget of £1.2 million to the support of victims of crime and their families, whether the crime is reported to the police or not. The money is used in a range of ways to help victims re-build their lives whether they have been forced from home due to domestic violence or they need support to give evidence in court.

### **Victim Support**

The OPCC has contracted national charity Victim Support, at a cost of £408,000 per year to support victims of crime, as well as friends and family, with free and confidential information, emotional support and practical advice. People react differently following a crime and assistance is tailored to meet personal needs and help recovery. This could range from providing safety or crime prevention information, to ongoing one-to-one support from a volunteer Support Worker trained to help a victim rebuild their life.

### **Specialist Support and Expertise**

The OPCC is investing in services to support the most vulnerable victims, including those affected by domestic abuse, sexual assault, rape, and child sexual exploitation. Surrey has sustained a significant rise in the reporting of these crimes; a positive indicator of greater victim confidence. The OPCC also supported programmes to prevent crimes against vulnerable people including £50,000 towards the Surrey Domestic Abuse Perpetrator Programme and £10,000 to the Breck Foundation for promoting safe internet use to children.

### **HMIC Child Protection and Vulnerability Report**

An inspection report issued in December 2015 by Her Majesty's Inspectorate of Constabulary (HMIC) found failings in Surrey Police's ability to protect victims of crime, in particular children and victims of sexual and domestic abuse. Nationally, the reporting of such crimes has dramatically increased in recent years thereby greatly increasing the workload for police officers. The PCC carried out a scrutiny into the how Surrey Police support vulnerable victims and outlined improvements. The decision was taken to increase funding for this area of policing including the recruitment of specialist officers, and an improvement plan from the Chief Constable was agreed. Surrey Police has also provided specialist training to investigators working in child protection.

In December 2015, new legislation was introduced in the UK making coercive control a crime and greatly increasing the possibility of prosecutions for domestic abuse. Surrey OPCC led the way by hosting a ground breaking event for all professionals involved in dealing with domestic abuse. Professor Evan Stark, renowned expert on coercive control, was invited to explain the crime and the specialised awareness needed by practitioners. The OPCC has produced a short film of the event which is available free of charge for the education of all professionals.

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

### **Public Engagement**

The OPCC facilitates a variety of methods by which people can engage with the PCC and police. On taking up post in 2012, the PCC committed to holding annual public engagement events, known as Crime Summits, in each of the eleven boroughs and districts in Surrey. These events were held again in 2015/16 between September 2015 and February 2016. A total of 561 people attended. For those who wished to take part but couldn't attend, the meetings were live-tweeted, with 1,285 people using Twitter to make comment. They were also broadcast on Periscope (a live video facility) with 3,667 views. Topics covered included rural crime, protecting people from abuse, local community issues, road safety and levels of visible police presence.

The OPCC website publicises current events and publishes statutory, financial and performance information. It also informs public and partners about how to bid for funds and how to take part in consultations. In addition, the OPCC manages a Facebook page with 660 Likes, and a Twitter feed with 4,190 followers.

### **Consultation and Surveys**

To assist the PCC in setting the 2016/17 council tax level, an online survey was carried out asking for views on a proposed 1.99% council tax increase and how this money could be used. The OPCC received 201 responses, with a nearly even split between those who supported the increase and those who didn't.

During 2015/16, the OPCC carried out two surveys of residents to gain their views and help shape future policing services. The OPCC developed the largest Cybercrime survey of its kind to discover what types of online crime people have faced and what their attitudes are towards internet use and safety. This survey and its results were shared across South East forces. More than 11,600 people responded, including over 2,500 from Surrey and the results are feeding into crime prevention work.

### **Webcast Scrutiny Meetings**

In 2015/16, the PCC held five webcast 'Management Meetings'. At these meetings, the PCC held the Chief Constable to account for Surrey Police's performance against the Police and Crime Plan.

### **Neighbourhood Watch**

Neighbourhood Watch and other watch schemes play a key part in helping prevent crime and providing communication links between police and communities. In 2015/16 the PCC invested in a new IT system to improve communication and allow two-way sharing of information.

## **Protect your local policing**

### **Funding**

A key aim of the PCC during 2015/16 was to lobby for more funding for Surrey Police and policing nationally. Together with other PCCs, he carried out a national campaign on funding which was followed by a Government announcement in December 2015 that police budgets would be protected during this financial year.

### **Surrey Police Business Model**

Surrey Police is experiencing a reduction in reported property crimes such as burglary and vehicle thefts, and increased reports of crime that happens behind closed doors - domestic violence, sexual offences, child abuse and cybercrime. This changing nature of demand has led to the PCC and senior Surrey Police Officers working together to reassess demand and re-allocate budgets and staffing to best protect Surrey residents.

A key difficulty is finding a balance between resourcing investigations of complex cases of abuse, versus a public desire for visible policing. In an effort to achieve this balance, the PCC in 2015/16 agreed two key changes to Surrey Police ways of working: 1) The introduction of the 'Policing in Your Neighbourhood' model and 2) increased investment into Public Protection. Public Protection is the overarching name for policing activities aimed at protecting victims of crime and detecting crimes involving domestic abuse, child abuse or sexual offences. Additional investment has also been made in cybercrime and firearms capability to respond to potential terrorist incidents.

### **Collaboration**

The PCC and his office have overseen a number of collaborative arrangements during 2015/16 aimed at working with others to provide good services whilst making savings. The most significant of these collaborations has been with Sussex Police. Surrey and Sussex Police now share specialist operational services, such as murder investigation, firearms, dogs and roads policing. During 2015/16, support functions were merged with the introduction of combined Finance, Human Resources and Information Technology departments.

The PCC has also worked with other PCCs and police forces on regional collaboration for tackling serious and organised crime and counter terrorism and with local emergency services including Fire and Rescue, the ambulance service, the health service, Surrey County Council and local councils to make savings. This has included collaborating on vehicle procurement with the Fire service.



## **Be uncompromising in the standards you expect from your police**

### **Holding Chief Constable to Account**

Between June 2015 and February 2016 the PCC and his office carried out detailed scrutiny on Surrey Police performance in protecting vulnerable people (children and adults at risk of violence and sexual assault). A series of meetings were held and the OPCC oversaw the development of a Public Protection Improvement Plan. The then Chief Constable left Surrey Police in January 2016 and the OPCC has begun the process of recruiting a replacement Chief Constable to be appointed in summer of 2016.

### **Complaints**

The OPCC is responsible for overseeing complaints made against Surrey Police to ensure that they are always dealt with correctly and that those who complain are heard, have a clear understanding of procedures and are kept informed of progress in their case. Surrey Police receives around 635,000 calls for service and records around 2,000 complaints a year. The OPCC itself was contacted 1,148 times by members of the public, of which 979 were expressions of complaint or dissatisfaction. The OPCC works with Surrey Police to try to resolve complaints and to oversee the outcome on behalf of complainants. Additionally, the OPCC manages independent gross misconduct hearings which assess the alleged misconduct of police officers. It recruits panel members and legally qualified chairs to judge each hearing. The OPCC organises police appeal tribunals for officers who wish to appeal their dismissal. In the last year the OPCC has arranged ten gross-misconduct hearings and six tribunals.

### **Whistleblowing review**

The OPCC commissioned an independent review of Surrey Police's whistleblowing arrangements. Following a comprehensive tendering process, the review was conducted by Grant Thornton in the summer of 2015, who reviewed Surrey policies and processes, compared them to those in other police forces, and interviewed key stakeholders. Although the review was complimentary of many of the processes Surrey Police had in place and the level of commitment from its senior leaders, recommendations were presented to the Surrey Police Chief Officer Group in September 2015 to improve the language used in and accessibility of documents related to whistleblowing, which Surrey Police acted on and addressed.

### **Independent Custody Visitors**

The PCC is responsible for the Independent Custody Visiting (ICV) Scheme which provides assurance to local communities that they can have confidence in the way in which the police treat those who are held in custody. The visitors work voluntarily and visit custody in pairs on a random, unannounced basis. In 2015, around 16,500 detainees were held in Surrey Police's custody suites. Independent Custody Visitors (ICVs) visited 1,268 detainees and were able to report on their welfare, ensuring they were treated fairly with dignity and respect. ICVs come from a variety of backgrounds and sections of the community, with 44 volunteering in the Surrey scheme in 2015/16.

## Performance Information

### Crime Reduction

The table below gives headline crime figures for the 2015/16 financial year. 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's response. The PCC's office and Surrey Police work with domestic violence and sexual assault support services to encourage more people to report crimes. Burglary reduced by 8% in the last year, following an 18% reduction year before.

<b>Crime Reduction</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>Change</b>	<b>% Change</b>
<b>Serious acquisitive offences</b>	6268	6501	233	3.7%
Robbery	228	263	35	15.4%
Domestic burglary	2592	2375	-217	-8.4%
<b>Violence with injury</b>	5027	6095	1068	21.2%
<b>Serious sexual offences</b>	931	1384	453	48.7%
Rape	420	559	139	33.1%
<b>Total notifiable offences</b>	50339	58932	8593	17.1%

*FY= financial year*

### Positive Outcome Rates

The table below shows the end of year 'detection' rates, (known as positive outcomes), for Surrey in the last year compared with the year before. Overall detection rates have remained broadly similar to the previous year. The detection rate for burglary has fallen, which aligns with a continued reduction in recorded burglaries. With more frequent offenders having been caught, further burglaries are more difficult to detect.

<b>Positive Outcome Rates</b>	<b>FY 14/15</b>	<b>FY 15/16</b>
<b>Serious acquisitive offences</b>	12%	7.6%
Robbery	25.4%	24.3%
Domestic burglary	18.5%	10.9%
<b>Violence with injury</b>	32.2%	33.9%
<b>Serious sexual offences</b>	14.9%	14.2%
Rape	10%	11.6%
<b>Total notifiable offences</b>	25%	21.6%

## Custody

The table below shows the number of people arrested and taken into custody in the last two years.

<b>Custody Suite</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>Change</b>	<b>% Change</b>
Eastern (Salfords)	5666	4816	-850	-15.0%
Western (Guildford)	6463	5341	-1122	-17.4%
Northern (Staines)	5436	4575	-861	-15.8%
Woking	274	241	-33	-12.0%
<b>Total</b>	<b>17839</b>	<b>14973</b>	<b>-2866</b>	<b>-16.1%</b>

Numbers have reduced due to significant progress on reducing the number of children and people suffering mental illness being detained. There has also been an increase in the use of voluntary attendance at police stations where detention in custody is then not needed.

## Victim Care

The table below shows how satisfied victims of crime and anti-social behaviour are with the service they have received.

<b>Victim Care</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>% point Change</b>
Overall crime victim satisfaction	85.7%	80.3%	-5.4%
Anti-social Behaviour victim satisfaction	77.7%	77.1%	-0.6%

## Contact Us

Office of the Police and Crime Commissioner for Surrey  
PO Box 412,  
Guildford,  
Surrey GU3 1YJ

Tel: 01483 630 200

Email: [SurreyPCC@surrey.pnn.police.uk](mailto:SurreyPCC@surrey.pnn.police.uk)

Website: [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

Twitter: @SurreyPCC

Facebook: Surrey Police and Crime Commissioner

SMS: 07881 039131