

To: The Home Secretary
HMICFRS

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Dear Home Secretary and HMICFRS

Response from David Munro, Police and Crime Commissioner for Surrey to the HMIC report 'PEEL: Police Efficiency 2017'

I am pleased with HMIC's assessment on the efficiency of Surrey Police which shows a maintained level of a 'good' grading for the efficiency in which it keeps people safe and reduce crime. I am encouraged to see the sustained effort Surrey Police has made over the last year. It should be recognised this has been achieved at a particularly challenging time for policing when demand is increasing and the financial pressure forces find themselves under is continuing to grow.

We have a need in Surrey Police to identify future savings meaning some difficult choices may lie ahead so it is positive to see the report has identified the Force has good plans in place and is seeking further opportunities to save money. I am pleased that the force has improved in its understanding of demand, although recognised that there is a way to go in understanding hidden demand.

Following last year's Efficiency report, I highlighted the urgent need for improvement in the Force's 101 response. So I was particularly pleased to see the HMICFRS recognise the 'significant progress' Surrey Police has made in reducing the number of abandoned 101 calls and the quality of service provided in relation to all calls from the public.

There is always room for improvement of course and areas needing attention have been highlighted such as how well Surrey Police is using its resources and understanding the workforce's capabilities. As demand increases, I agree with HMIC that it is important we take into account the wellbeing of staff and support our staff as much as we can. I will continue to monitor force plans in this area.

Bearing in mind the current strain on the budget, these are important areas to address and I am committed to working with the Chief Constable to implement any improvements required.

Yours sincerely,

David Munro
Police and Crime Commissioner
