

To: The Home Secretary  
Her Majesty's Inspectorate of Constabulary  
and Fire and Rescue Services

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Dear Home Secretary and HMICFRS

***Response from David Munro, Police and Crime Commissioner for Surrey to the HMICFRS report 'PEEL: Police Effectiveness 2017'***

I was pleased to see this report from HMIC and to see that Surrey Police has retained its overall good rating in their Police Effectiveness 2017 report. For the force to be rated as 'good' in every category within the Effectiveness inspection shows just how far it has come.

I am particularly pleased to see that the force has retained its good rating for protecting those who are vulnerable from harm and that the force has moved from 'requiring improvement' to a good grading for investigating crime. These are two areas that are central to the Police and Crime Plan in Surrey in providing a good service to those who suffer crime. In particular, the HMICFRS praised the service the Force provides to vulnerable victims and the progress made in both the quality of investigations and the response to domestic abuse. This shows a great improvement on a few years ago where this was an area of concern. The Force can be really proud of how far it has come in the last two years, particularly in the way it protects vulnerable people. I am delighted to see the sheer hard work and tenacity of officers and staff at all levels being applauded in this report.

Whilst it is right to celebrate what has been achieved, we cannot afford to be complacent for a moment and there is always room for improvement. HMICFRS have highlighted areas where further progress is required such as reducing re-offending which is currently an area of particular focus for my office. We will be launching our reducing re-offending strategy in the very near future and I am committed to working with the Chief Constable to improve performance in this area going forward.

Two Areas for Improvement were made with regard to Serious and Organised Crime. Progress is again being made in this area, with a new SOC Partnership approach having been put in place in recent months.

Surrey Police has a tracker in place for all HMIC recommendations and areas for improvement and this is regularly scrutinised by senior managers within Surrey Police and my office.

I have asked Chief Constable Nick Ephgrave for his views on the report. He has said:

*"I welcome the HMICFRS Police Effectiveness 2017 report which has rated Surrey Police as 'good' in every category. We have seen improvements in all areas and this is testament to the commitment and effort of our officers and staff to make Surrey as safe as it can be. I am pleased that Surrey Police received no formal recommendations and I am grateful to the Inspectorate for identifying the areas for improvement which we will progress. The results of this report affirm the direction of our 'plan on a page' and provides momentum to take the next steps in providing an outstanding service to the people of Surrey."*

I will continue to regularly scrutinise the Chief Constable on how the Force is making improvements in these areas and look forward to the progress made continuing in the future.

Yours sincerely,

**David Munro**  
Police and Crime Commissioner

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