

Police and Crime Commissioner for Surrey

# Annual Report 2017-18



Office of the Police and Crime  
Commissioner for Surrey



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# Introduction

## Message from David Munro, Police and Crime Commissioner for Surrey

Welcome to the Annual Report for 2017/18 which marks the half-way point in my current four year term of office as your elected Police and Crime Commissioner.

This last year has proved to be a particularly challenging one for policing nationally with the spectre of terrorism sadly looming large with the appalling attacks we witnessed in Manchester and London. It was brought even closer to home for us here in Surrey back in September when a number of residents in Sunbury were evacuated during the major anti-terrorism operation connected to the Parsons Green tube attack.

I visited a reception centre to talk to those people displaced from their homes and was struck by the sense of community spirit and stoicism of those affected. Communities defeat terrorism which is why we must preserve the strong relationship between the police and the public and ensure we maintain their confidence.

Two years into the job and building those confident communities is something I've been reflecting on when considering what has been achieved so far and what direction Surrey Police needs to head towards.

At the time of writing this Annual Report, I am in the process of refreshing the six priorities in my Police and Crime Plan. My original priorities still remain relevant and form a key part of the foundations for its successor so this report does look back at progress made against them over the last year.

But I am a firm believer the best plans are ones that continue to evolve over time so it felt like a good time to update my plan with what I feel the Force must focus on in the next two years. I believe we have achieved much over the last 12 months. The Force has a stable top team under Chief Constable Nick Ephgrave and

the raising of the previous council tax precept cap has enabled me to provide a more secure financial basis for the future.

Surrey's new policing model has now had time to bed in, allowing officers and staff to balance demands from serious and complex crimes with the need to retain visible, local policing. There are now more police officers in local teams than there were two years ago who are trained to deal with a wider range of policing problems.

I have reviewed the projects funded by my office to make sure they improve safety for the residents of Surrey, with a particular emphasis on reducing re-offending which you can read about in this report.

The Force also maintained those improvements made in recent years in areas such as dealing with vulnerable people by securing 'good' ratings across the board following the annual police effectiveness, efficiency and legitimacy (PEEL) inspections carried out Her Majesty's Inspectorate for Police and Fire & Rescue Services (HMICFRS).

There is always lots of room for improvement of course – we have seen rising crime rates in many areas and although this is following the national trend, it is a particular area we must concentrate on. There are positive reasons for some of these rises – particularly in the increase in reporting of sexual abuse, child sexual exploitation and domestic abuse



where victims are now feeling much more confident and supported to come forward than before.

But the Force must continue to stay ahead of new crimes and crack down on emerging trends as they occur. In particular we have seen a rise in burglary which I know has caused concern for our residents. The Force are working hard to tackle this problem and I'm pleased to report that burglary rates are now heading in the right direction but we must sustain that effort going forward.

Equally, victims of crime must be properly supported and I am committed to working with the Chief Constable to maintain the high levels of confidence and satisfaction people have in Surrey Police.

Our police officers and staff face difficult, challenging and often dangerous situations on a daily basis and the events of the last year serve as a timely reminder how much we should all value what they do to keep us safe.

My thanks go to all those who work for Surrey Police for their professionalism, dedication and achievements over the last year. I would also like to thank the residents of Surrey for their views and suggestions, all the volunteers, charities and organisations we have worked with over the last year and my staff in the Office of the Police and Crime Commissioner for their efforts.

I look forward to working with you all again over the next year to continue providing a policing service the people of Surrey can continue to be proud of.

**David Munro**

Police and Crime Commissioner for Surrey

## PCC's year at a glance

*It has been a busy year in the PCC's office with a number of key decisions being made, a range of projects being launched and some important visits from people such as the Home Secretary and Victims Commissioner.*

There have been some big announcements such as the decision on the future of fire governance in the county and an exciting estates project looking to find a new Headquarters site for Surrey Police.

Here is a month-by-month guide to some of the key events the PCC and his office have been involved in over the last year:

### April 2017

- The PCC is interviewed by a prisoner for National Prison Radio when he pays a visit to HMP Brixton to see the work they do helping offenders learn new skills.
- Recommendations around firearms licensing must be carefully followed says the PCC after Independent Police Complaints Commission (IPCC) publish report into double murder case where two women were shot dead on a Surrey farm.

### May 2017

- PCC calls for vigilance and unity following a minutes silence at Surrey Police HQ for the victims of the Manchester Arena bombing.
- Over 40 young people congratulated after graduating through the Youth Engagement Scheme (YES) funded by the Surrey OPCC.

### June 2017

- The PCC joins faith leaders from across Surrey for a peace vigil at the Shah Jahan Mosque to stand together against the recent terror attacks.
- PCCs from across the region join forces for a ground-breaking

conference in Woking to combat modern slavery.

### July 2017

- A brand new project aimed at helping vulnerable people struggling with severe alcohol and drug issues is launched in Surrey thanks to funding from the OPCC.
- A week-long knife amnesty, supported by the PCC, is launched in Surrey as part of a national campaign to tackle knife crime.

### August 2017

- The PCC joined Surrey and Sussex officers on the streets of Brighton to celebrate the annual Pride event.



*August 2017 – PCC joined Surrey and Sussex officers in Brighton for annual Pride event*

- A new Joint Enforcement Team (JET) that will help combat anti-social behaviour and low-level crime in Guildford is launched with support and funding from the OPCC.

### September 2017

- The PCC writes to all his counterparts across the country calling for a coordinated approach

to find a better solution to the issue of unauthorised Traveller encampments.

- The community response is praised after the PCC visits reception centre for residents during the huge anti-terror operation in Sunbury connected to the Parsons Green tube attack.

### October 2017

- Victims Commissioner Baroness Newlove is welcomed to Surrey by the PCC to discuss the services provided for victims of crime and Anti-Social Behaviour (ASB) in the county.
- The PCC announces decision to put on hold a current change in governance for Surrey Fire and Rescue Service but calls for better regional collaboration.



*October 2017 – PCC welcomes Victims Commissioner Baroness Newlove to discuss services in Surrey*



*November 2017 – PCC gives backing to ‘Sammy’s Law’ campaign to pardon crimes by teenage grooming victims*

Chief Constable during visit to Surrey.

- Surrey is among those forces hailed by the PCC for making it into this year’s Stonewall Workplace Equality Index which recognises Lesbian, Gay, Bisexual & Transgender (LGBT+) representation across the workplace.

### February 2018

- Surrey’s Police and Crime Panel approve the PCC’s proposed 5.3% increase in the policing element of the Council Tax for 2018/19 after the previous cap is raised by the government.
- The PCC joins charity staff and volunteers on a candlelit walk through Guildford to mark Sexual Abuse and Sexual Violence Awareness Week.

### March 2018

- The PCC supports fight against burglary rise in Surrey as forensic marking kits are rolled out to residents.
- Plans for a new headquarters site for Surrey Police are announced by the PCC as part of new estates programme.

### November 2017

- Sammy’s Law – a campaign to pardon crimes committed by teenage grooming victims is given the PCC’s backing.
- Surrey celebrates becoming only the second official White Ribbon County in the UK for its commitment of agencies in tackling violence against women and girls.

fraudsters by becoming a ‘SCAMBassador’ for the ‘Friends Against Scams’ initiative run by National Trading Standards.

- Funding from the OPCC helps launch a new joint “One Stop Shop” project in Guildford providing a range of support services to help those on probation from returning to a life of crime.

### January 2018

### December 2017

- The PCC joins the fight against

- Home Secretary Amber Rudd talks local policing with the PCC and



*January 2018 – PCC welcomes Home Secretary Amber Rudd to Surrey to talk local policing*



## Progress made against the Police and Crime Plan

*A key part of my role as PCC is to monitor the Force's performance and scrutinise progress against my Police and Crime Plan. I hold regular performance meetings with the Chief Constable with every other one webcast live so we can be open and transparent with the public about what is happening in Surrey.*



The first priority in my plan was **Cutting Crime and Keeping Surrey Safe** and whilst there has been much positive progress for us to discuss over the year - as you would expect there are also areas for improvement.

The percentage of the public asked in the Force's Joint Neighbourhood Survey (JNS) whether they agree Surrey Police deal with anti-social behaviour and crimes that matter in their area has risen from 75.9% to 77.7%. In addition, confidence in Surrey Police has risen from 81.4% to 86.2% - its highest recorded to date which leaves the Force now ranked second nationally for this measure.

However, crime has been rising nationally and we have not been immune here in Surrey. Whilst it continues to be a safe place to live, we have seen an overall rise in recorded crime across the county of 14%. One area that has caused particular concern for residents over the last 12

months has been a spike in burglary offences. I raised this issue with the Force who have been fighting back on a number of fronts by targeting resources at identifying, disrupting, catching and convicting offenders.

The Serious and Organised Crime Unit has focused on criminal gangs mostly from outside the county, crossing our borders to target properties which has resulted in some important arrests. I also supported the roll-out of 11,000 forensic marking kits to residents in burglary hot-spot areas with funding from my office. We saw an overall yearly 8.4% rise in residential and non-residential burglaries but I am confident the tide is turning with the right measures in place although there is no room for complacency.

One area that has seen a disappointing drop has been the positive outcome rate for crimes against vulnerable people, known as 'high harm' offences, such as sexual

offences, domestic abuse, child abuse and hate crime from 25% to just under 20%. This is an area the Force needs to improve on in the coming 12 months.

Surrey Police has come a long way in the last couple of years in terms of **Supporting Victims** - particularly in how it protects vulnerable people. This year the Force has maintained its 'good' grading in this area by the HMICFRS and I applaud the effort that has gone into achieving that - a far cry from the situation two years ago when the grading was 'inadequate'.

Considerable training in terms of victim care has been carried out across the Force and victim satisfaction levels have remained stable at just under 80%. My office remains involved in commissioning a number of services and projects which help support victims in Surrey through our Victims Fund which you can read more about later in this report.

I've been told by some residents living in rural areas that they can often feel isolated and concerned about police response so I was pleased to see the percentage of people who feel that police tackle local issues effectively rose to 85.4% over the last year.

The performance of the 101 non-emergency number forms a key part of my priority **Tackling Rural Crime**. People were finding it difficult in Surrey to contact police about non-emergency issues. It was clear to me when I took office people were having to wait far too long to get through on the 101 number which was an unacceptable situation.



Improvements were made during 2016/17 which I am pleased to say has continued over the last year. The average time taken to answer 101 calls has improved across the board – calls are being answered faster and the abandonment rate is dropping. I will continue to monitor performance in this area to ensure that continues.

The night-time economy is vital for many of the Surrey's businesses and I know many towns are working hard to create a safe and enjoyable environment for people living and visiting during the day and night. To support my priority of **Making our Town Centres Safe**, my office is supporting Best Bar None schemes in Guildford and Woking which aim to increase trade for businesses through the promotion of enjoyable, safe atmospheres whilst preventing and reducing alcohol-related crime and anti-social behaviour.

We have continued to build on the success of the Joint Enforcement Teams (JETs) with two new teams created in Waverley and Guildford in addition to the three already in place in Reigate & Banstead, Spelthorne, and Elmbridge. This initiative gets police and local councils working collectively to tackle local issues such as noise, fly-tipping and anti-social behaviour and has proven to provide a fast and effective response as well as providing a visible presence to deter offenders.

I am aware that Surrey County Council's decision to switch off the street lights on a number of roads in the county in the early hours has



remained a cause for concern for some residents. The number of Surrey residents surveyed who said they feel safe walking alone in their neighbourhood at night has fallen to 84.3%, which although less than year's 86.9%, remains a high figure.

As I mentioned in my introduction - **Tackling the Threat of Terrorism** has been a key focus over the last year and I have been keen to keep under review the plans and resources Surrey has in place. We have well-rehearsed major incident plans in place to deal with any threat which are continuously updated and tested.

Surrey and Sussex Police have a joint firearms team trained to respond quickly to any incident and our armed response officers are deployed 24/7 across the two counties. Both Forces maintain strong links with the regional Counter Terrorism Policing South East (CTPSE) which is our link to the National Counter Terrorism network.

The Prevent activity in Surrey came into sharp focus in the aftermath of the Parsons Green bombing and we are working with all the partner agencies involved to ensure that any lessons can be learned and that our processes in Surrey are fit for purpose. Although I'm satisfied the Force are as prepared as they can be to respond to any incident, we simply cannot afford to rest on our laurels for a minute so I'll be closely scrutinising how we deal with the ever evolving threat of terrorism going forward.



One of my priorities over the last year has been to make Surrey Police as efficient as possible by **Making Every Pound Count**. Just under 70% of the Force budget was spent on front-line policing with a very slight increase on last year and I am keen to see that figure continue to rise going forward.

The Force's significant savings programme has continued and I have maintained the same budget for my office as last year. Another important milestone occurred when the Police and Crime Panel approved my proposed 5.3% increase in the policing part of the Council Tax for 2018/19 known as the precept.

The government announced in December they were lifting the previous precept cap and we carried out a public consultation in which over 2,500 people answered a survey with their views with just under 60% of respondents in support of the increase.

We are also very much looking to the future with a big announcement around our exciting new estates project which you can read more about further on in this report.

# Police and Crime Plan Performance

Aim	Measured by	2016/2017 Performance	2017/2018 Performance
<b>Key Performance Aims:</b>			
<b>Cutting Crime and Keeping Surrey Safe</b>			
For people to feel that police deal with anti-social behaviour and crimes that matter to them in their area	% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area.	75.9% (Year end 15/16)	77.7% (16/17)
For police to solve more crimes against vulnerable people	Positive Outcome Rate for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	25%	19.6%
<b>Supporting Victims</b>			
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people	HMIC grade for protecting vulnerable people from PEEL Effectiveness Inspection	Good (PEEL inspection report published March 2017)	Good (PEEL inspection report published March 2018)
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed satisfied with police service	80.8%	79.4%
<b>Tackling Rural Crime</b>			
For police to improve the answering of the 101 non-emergency number	Average time 75% of 101 calls answered within	2 mins 30 secs	2 mins 10 secs
	Average time 95% % of 101 calls answered within	15 mins	9 mins
For communities to feel that police deal effectively with their local issues	% people who feel that police tackle local issues effectively.	84.4%	85.4%
<b>Making our Town Centres Safe</b>			
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark.	86.9%	84.3%
<b>Tackling the Threat of Terrorism</b>			
To ensure a robust plan remains in place and is kept updated and properly funded to prevent and defeat terrorist activities in Surrey	For plans in place and updated to satisfaction of PCC		PCC currently content with plans in place –although to be kept under review
<b>Making Every Pound Count</b>			
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing (Source: HMICFRS)	69.8% (HMIC 2016)	69.9% (HMICFRS 2017)



## PCC Funding, Grant Giving and Commissioning

*A key part of the work my office carries out is commissioning services and projects across Surrey to help support victims of crime and improve community safety. We have two dedicated funding streams which are managed by my team – the Victims Fund and the Community Safety Fund.*

The Victims Fund is made up of a grant of around £1.4m from the Ministry of Justice. A proportion of this money is used to provide an initial victim referral and support service for victims of crime, with the national charity Victim Support currently acting as the provider.

The remaining budget of around £1m was this year split through the award of grants to specialist victims services in the particular 'high harm' areas of domestic abuse, child sexual exploitation and rape and serious sexual offences.

These complex crimes can have a truly devastating effect and I believe it's so important we support those often vulnerable victims in trying to piece their lives back together. During 2017/18 the Victims Fund has commissioned some really

vital projects such as outreach services, women's refuges and support services for victims of child abuse and serious sexual offences including Your Sanctuary, East Surrey Domestic Abuse Services (ESDAS), the Rape and Sexual Abuse Support Centre (RASASC) and the Surrey MASH (Multi-Agency Safeguarding Hub).

This year, I increased the amount I set aside from the overall PCC budget to around £800,000 for the Community Safety Fund (CSF) to help finance projects, both big and small, across the county.

Around £250,000 of that was ring-fenced this year to fund projects aimed at reducing reoffending and you can read more about that has helped launch a number of projects designed to turn offenders away from

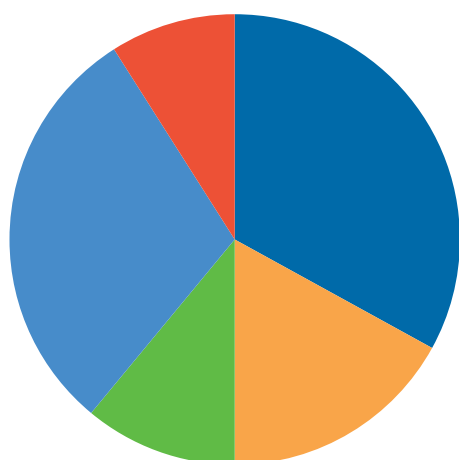
a life of crime in the next section of this report.

The CSF has also funded other projects across Surrey in areas such as anti-social behaviour, hate crime and children and families. The dedicated Funding Hub run by office has continued to give local organisations the opportunity to apply online for small grants of up to £5,000 for community safety and victim based projects whilst also giving information about those we already commission.

If you want to apply for funding for a project in your area or want to learn more about how the OPCC are already helping organisations across the county, you can visit the hub here: [funding.surrey-pcc.gov.uk](https://funding.surrey-pcc.gov.uk)

### Victims Fund 2017/18

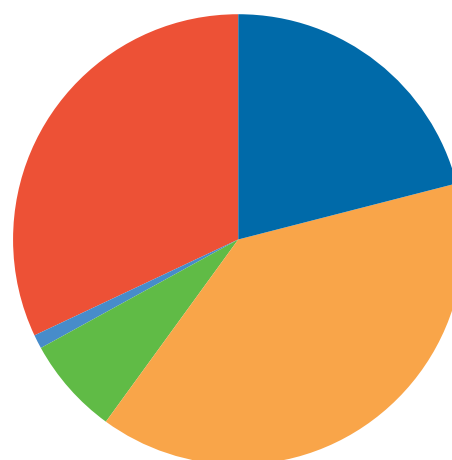
Total Spend: £1.44m



DOMESTIC ABUSE	£466,339	33%
CHILD SEXUAL EXPLOITATION	£239,600	17%
RAPE AND SEXUAL ASSAULT	£162,949	11%
REFERRAL (VICTIM SUPPORT CONTRACT)	£436,473	30%
SUPPORT COSTS	£133,033	9%

### Community Safety Fund 2017/18

Total Spend: £808,394



ANTI-SOCIAL BEHAVIOUR	£172,273	21%
CHILDREN & FAMILIES	£316,388	39%
DOMESTIC ABUSE	£53,938	7%
HATE CRIME	£8,272	1%
SUPPORT COSTS	£257,523	32%

## Reducing reoffending

*In last year's Annual Report I signposted a really important area of focus for my office in 2017/18 and beyond - steering those who find themselves within the criminal justice system away from reoffending.*

I strongly believe if the right services are offered to offenders who have been to prison or are serving community sentences then we can help stop them drifting back into crime meaning the communities in which they live will also benefit.

Around £250,000 was set aside from our Community Safety Fund to finance projects in this area and I am pleased to say we are making good progress in a number of areas through schemes we are helping fund across Surrey.

I created a new Criminal Justice post in my team who has been busy producing a reducing reoffending strategy and identifying a number of initiatives in areas such as housing and accommodation and what is known as 'Through the Gate' programmes.

### Accommodation

Often people on probation have complex needs created by issues such as drug and alcohol addiction and mental health issues. The biggest problems are faced by those released from prison with nowhere to live.

Around 50 Surrey residents per month are released from prison back into society and around one in five of those have no permanent place to live. This increases to one in two people when you are talking about prolific offenders.

A lack of stable accommodation causes obvious difficulties such as finding work and access to benefits and services and significantly reduces the chances of individuals avoiding the path back to reoffending and making a fresh start.

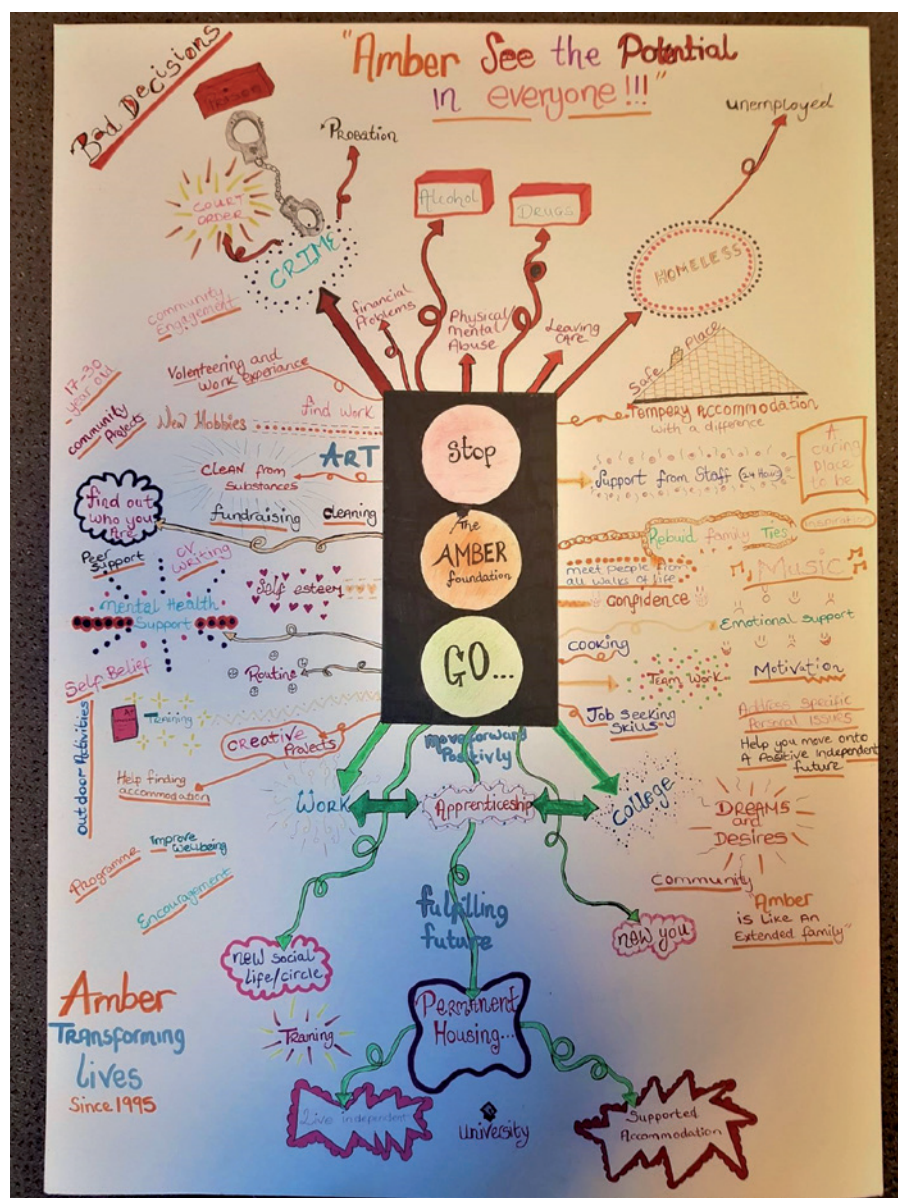
Over the last year we have been

working with two organisations – the Amber Foundation and Transform – to provide funding for accommodation in Surrey.

The Amber Foundation helps young people aged from 17 to 30 by providing a temporary shared home with a community of around 30 others. Staff there deliver a programme of training and activities based around accommodation,

employment and health and wellbeing. My office has provided funding for three beds at one of their centres based in Surrey.

We have also provided funding to Transform Housing which has allowed them to provide four beds at one Surrey property with a further four due at another house later this summer bringing their offer of supported accommodation for







ex-offenders from 25 beds to 33.

In addition, further grants have been issued to fund outreach work with the York Road Project in Woking and Elmbridge Rentstart which support homeless people in getting their lives back on track.

### **'Through the Gate'**

"Through the Gate" services are where prisoners are supported in the final stages of their sentence through projects which continue following their release.

My office has been working with the The Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC) to deliver a mentoring service based at Highdown Prison near Banstead.

This scheme is working with people in the last 12 weeks of their sentence

to assist them with issues such as housing, drink or drug abuse, debt or relationship issues and employment.

We have also been supporting a pilot scheme in Surrey known as 'Behind Bars' which is helping women released on licence from prison attend college and learn new skills in the fashion industry where they will ultimately be offered work placements. Funding from the OPCC is currently assisting five women in Surrey through this programme.

### **Other Reducing Reoffending Projects**

My office has also supported a number of further projects during the last year aimed at helping reduce reoffending. These include grants given to the charity Women in Prison for a women-only counselling service in Woking and funding for a case worker post to work with women

in the community, avoiding prison sentences.

We have also provided funding to Voluntary Action Reigate and Banstead (VARB) who help former offenders find voluntary work by engaging with local businesses and organisations.

In December I also visited a new 'One Stop Shop' service we have helped fund in Guildford which takes place once a month. This project provides a range of support services under one roof to help those on probation from returning to a life of crime.

I am keen that reducing reoffending remains a focus for my office in 2018/19 and there are other exciting projects in the pipeline including a deferred prosecution scheme called 'Checkpoint' for low-level offending which we hope to tell you more about later this year.



## Engaging with the Community

*An important part of the PCC role is to represent the residents of Surrey and hold the Chief Constable to account on their behalf. It is vital therefore to get out and about and meet as many people and organisations as possible to hear their views and concerns which both my office and I do a daily basis.*

For my part, I am keen to hear from as many Surrey residents as possible to get their opinions. During the year I have had over 150 different meetings, events or visits with organisations, charities and individuals from residents associations and neighbourhood watch to faith leaders and young persons groups. My office has also dealt with over 1,100 letters, emails and calls from members of the public who have contacted us.



In addition to this I have continued visiting as many of the policing teams in Surrey as possible to meet officers and staff to see them in action and understand the issues they face. The OPCC officers also spend a good deal of their time meeting with and supporting the host of public, volunteer and charitable organisations that contribute to policing in Surrey so effectively.



We also carried out two public consultations to get resident's views on both my proposed council tax precept and my revised Police and Crime Plan. In total we had approaching 4,000 responses including 2,500 comments by respondents. That feedback has been really important in helping me understand the issues and concerns residents have and inform my subsequent decisions.

Communication and engagement also has a central role to play in helping increase the understanding of the role of the PCC and enabling our residents to have a greater say in how their communities are policed. Our official Twitter account has grown to over 5,000 followers and last year we posted over 700 tweets which left over 700,000 Twitter impressions. We also achieved a reach of over 160,000 through our regular posts on the official Surrey PCC Facebook page.

In addition, I've taken part in numerous print, radio and TV interviews to talk about a variety of policing stories and topics and issue regular press releases and statements to local, national and police industry media outlets to provide updates from my office. There is a dedicated community messaging service called 'In The Know' which provides up to date information, local news alerts, and



crime prevention advice via email to its subscribers. At the time of writing over 10,000 people have now joined and that number continues to grow – it is a really informative service and I would urge everybody to sign up.

### What's happening in Surrey?

*Witness appeals, crime updates, crime prevention advice and news.*

Sign up at [www.intheknow.community](http://www.intheknow.community)

Receive email updates about your community, and control how often you are contacted and by whom.



Another part of my role is take the lead for community safety and over the last year I have continued an active role in a number of boards set up to co-ordinate partnership activity across Surrey. This includes being the chairman of the Criminal Justice Board and the Community Safety Board as well as being a member of the Health and Wellbeing Board.

I have also now settled into my national role as PCC lead for Equalities, Diversity and Human Rights (EDHR) under the Association of Police and Crime Commissioners (APCC) formalised portfolio structure. Within this role, I have been working with colleagues at a national policing level on issues including stop and search, workforce diversity and campaigning for a solution to unauthorised Traveller encampments.

# Volunteering

## ICVs

Independent Custody Visitors (ICVs) provide an essential service by giving up their time to check on the welfare and treatment of people held in custody in this county. ICVs are volunteers who visit police stations at random, in pairs, and speak to detainees in Surrey's three custody suites in Guildford, Staines and Salfords to ensure police processes are transparent and open to independent scrutiny.

The management and oversight of the ICV Scheme is a statutory responsibility of the Police and Crime Commissioner and the volunteers must be over the age of 18 and live, study or work within the Surrey policing borders.

Our ICVs come from a variety of backgrounds and sections of the community and following a recruitment drive earlier in the year, there are now 42 volunteers in Surrey. Last year they carried out 183 unannounced visits spending a total of over 239 hours in custody. I would personally like to thank all Surrey's Independent Custody Visitors for their continued service in this really important role.



## Volunteer Police Cadets:

I am a big supporter of the Volunteer Police Cadet scheme which was only introduced in Surrey in 2016/17 but is already going from strength to strength. Over the last year the numbers of cadets in Surrey has doubled to 185 with three more units attached to schools in Elmbridge, Guildford and Reigate and Banstead added to those already running in Epsom and Ewell, Runnymede and Woking.

The aspiration is to expand further and eventually open one in very borough and my office gave the scheme a further grant this year from our CSF to provide uniforms for the cadets. It is open for young people aged between 13 and 17 who can gain knowledge and experience in policing, develop inter-personal skills and confidence achieve qualifications such as Duke of Edinburgh awards.

This year the cadets have carried out charity work, represented the Force at community events including the Surrey County Show and supported police operations such as test purchasing and leaflet drops to residents on burglary prevention. They are in the process of setting



up their own dedicated Twitter account and are proving to be a real asset to Surrey Police and the local community.

## Special Constabulary:

Another vital volunteering role is of course the Special Constabulary who provide a crucial support to our policing teams across Surrey. This year, my office contributed funding to recruit a dedicated Sergeant to coordinate a project looking at the future of the specials and to provide the training resource required to enable its continual recruitment and growth.

Earlier in the year I met a group of young people from Royal Holloway University training to join the Specials and was really impressed with their enthusiasm and dedication. There are currently 143 specials and we are looking to get that number up to 200 in the next few years and I am committed to helping the Force achieve that goal.



## Looking ahead to the future

### Police and Crime Plan

As I mentioned in my introduction to this report, I am in the process of publishing a refreshed Police and Crime Plan which I believe will help continue improving the policing service for Surrey residents.

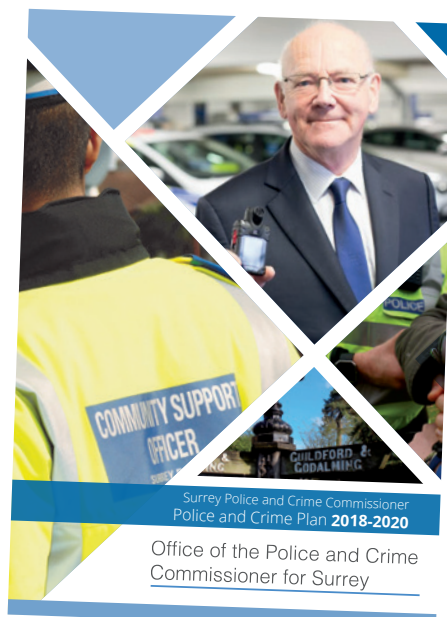
The revised plan is designed to ensure Surrey Police stay ahead of new crimes, crack down on emerging trends such as the recent rise in burglary and ensure victims of crime are properly supported. Working closely with communities to solve local issues and providing a police force that is both value for money and equipped to meet the challenges of the future are also key priorities.

The six priorities in the new plan are:

- *Tackling Crime and Keeping Surrey Safe*
- *Building Confident Communities*
- *Supporting Victims*
- *Preventing Harm*
- *Making Every Pound Count*
- *A Force Fit for the Future*

You can read it in full by visiting the Police and Crime Plan section of the PCC website

I believe it is a good plan which is designed to set out the strategic direction for Surrey Police until



2020 and I look forward to updating everyone in next year's Annual Report on how progress has been made against it.





## Estates

In March this year, I announced that an exciting long-term estates programme is underway with the aim of finding a new Force headquarters site in Surrey.

The plans are designed to deliver long-term savings by moving out and disposing of some of the current outdated and costly buildings and creating a modern and cost-effective estate that will allow the Force to meet the challenges of modern policing. Work has begun to identify a new location in a more central area of Surrey, likely to be in the Leatherhead/Dorking area, to replace the current HQ at Mount Browne in Guildford and the current sites at Woking and Reigate.

This has been a big decision to make but the most important factor in planning the future of our estate in Surrey is that we provide value for money for the public. Mount Browne has been at the centre of policing in this county for almost 70 years but it is no secret that it has become outdated, poor quality and expensive to manage and maintain. I want to reassure local residents that our plans will ensure our local neighbourhood presence for all communities is unaffected.

The project is expected to take at least four to five years to complete and the planning team, which is led by the Chief Officer Group and myself, have instructed agents to start the search. This is an exciting opportunity to shape the look and feel of the Force for future generations. At the time of compiling this report, some real progress is being made in identifying a site and I will ensure that staff and the public are kept updated of any key developments.

## Fire Governance

In last year's report I talked about the detailed project my office had set up to look at the future of Surrey Fire & Rescue Service (SFRS) which

is currently part of Surrey County Council.

In October last year, I announced that having considered all the options I would not be seeking a change of governance for the time being although I wanted to see SFRS work more closely with other fire services in the region and their blue light colleagues to make improvements for the public.

I said at the time retaining the existing governance arrangements doesn't mean we simply accept the status quo and I expected to see 'tangible' progress within six months.

I have held several meetings since October to check on that progress and I am pleased to say it is heading in the right direction. However I will continue to pay close attention to see if those further improvements in public safety and efficiency required are being realised and whether I need to revisit my decision at any point in the future.

## Unauthorised Traveller Encampments

Last summer we saw an unprecedented number of unauthorised Traveller encampments in Surrey and elsewhere in the country which can often result in tensions in our communities and put a strain on police and local authority resources.

This can be a complex issue which often causes frustration for all concerned. I am committed both in my national APCC role and as the Commissioner for Surrey to help find a longer term solution. Unauthorised encampments often result from an insufficient supply of 'transit' pitches

for travelling communities which provide a temporary place for them to stay with the appropriate facilities. These have proven to be successful in other areas but there are currently no such sites in Surrey.

I am clear that any criminality associated with unauthorised encampments must be dealt with swiftly but fairly by the police. The vast majority of the Traveller population are law abiding but if any incidents do occur then officers have a duty to respond as they would to any report.

Over the last year I have met with leaders from various borough councils and have written to the Chair of the Surrey Leaders Group regarding transit sites. I have also had a number of really positive meetings with the Surrey Gypsy and Traveller Forum to discuss these issues.

In addition, I wrote directly to the Home Secretary and the Secretaries of State for the Ministry of Justice and Department for Communities and Local Government asking them to lead the way in a detailed look at the issues and contacted all my fellow PCCs across the country to seek their views.

A new government consultation paper has been launched seeking views on a number of new proposals including the widening of police powers and the provision of transit sites. This consultation marks a really important step towards finding better solutions for all communities and I am currently helping coordinate a joint response on behalf of the APCC and National Police Chiefs' Council (NPCC). I will be watching with interest to see the results and determine what the next steps need to be going forward in this really important issue.



# Contact Us

To find out more about PCC David Munro's Police and Crime Plan and the work of the Office of the Police and Crime Commissioner (OPCC) - please visit our website:



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If you want to know what's happening in Surrey - you can also sign up to the In The Know community messaging system at: [www.intheknow.community](http://www.intheknow.community)

You will receive email updates about your community including witness appeals, crime updates, crime prevention advice and news and can control how often you are contacted and by whom.

For more details about the Surrey Police budget from the year 2017/18 or to obtain a copy of our most recent statement of accounts, please call our office on **01483 630200** or email [SurreyPCC@surrey.police.uk](mailto:SurreyPCC@surrey.police.uk) or write to us at: **PO Box 412, Guildford, Surrey, GU3 1YJ**

Always call **999** if you have a genuine emergency requiring the attendance of the police or if a crime is in progress. Call Surrey Police on **101** or use the online reporting system at [www.surreypolice.uk/contact-us](http://www.surreypolice.uk/contact-us) for non-emergency matters only.

If you are hard of hearing or speech impaired, you can textphone Surrey Police on **18001 101** (non-emergency) or **18000** (emergency) or text on **07786 204020** or **999** (register at [www.emergencysms.org.uk](http://www.emergencysms.org.uk)). To report crime anonymously - call Crimestoppers on **0800 555 111**