

Annual Report 2016/17



Office of the Police and Crime
Commissioner for Surrey

INTRODUCTION

Message from David Munro, Police and Crime Commissioner for Surrey



Welcome to the annual report for 2016/17, my first full year in office as your elected Police and Crime Commissioner.

There have been many successes for the police service in Surrey this year but as you would expect in the fast-paced world of modern policing we can never stand still and there are always areas for improvement. It is only right that I recognise the previous achievements of my predecessor Kevin Hurley and I would like to thank him for the handover I received when I took over the reins in May last year. One of my first duties in the PCC role was to appoint a Chief Constable for the Force and I have been delighted

with the way Nick Ephgrave has set about the task. An important part of the PCC role is to hold the Chief Constable to account and together we have forged a professional and respectful relationship (we don't always agree on everything of course!).

Another crucial aspect of my job is to represent those who live and work in the county. When I stood for election, I really wanted to listen to what Surrey people wanted to see from their police force which helped form the six priorities of my Police and Crime Plan:

- **Cutting Crime and Keeping Surrey Safe**
- **Supporting Victims**
- **Tackling Rural Crime**
- **Making our Town Centres Safe**
- **Tackling the Threat of Terrorism**
- **Making Every Pound Count**

This plan will continue to evolve over the next four years but so far during 2016/17 there has been positive progress in many areas which you can read about in this report. Equally there are also areas with room for improvement which I believe the Force needs to focus on going forward.

I was particularly pleased to see Her Majesty's



Inspectorate of Constabulary (HMIC) praising the substantial improvements made in protecting vulnerable people as part of its Effectiveness, Efficiency and Legitimacy (PEEL) inspections of all forces. Surrey Police improved its previous HMIC rating from 'requiring improvement' to 'good' in both the Efficiency and Effectiveness strands while also maintaining its 'good' rating for Legitimacy which was a huge step in the right direction.

During the last year, the Force has implemented a new model of policing called Policing In Your Neighbourhood (PIYN). This was designed to concentrate on tackling those areas of crime that are affecting the most vulnerable in our communities whilst providing that balance with the reassuring visible street policing that people have told me is important to them.



INTRODUCTION

I have reviewed this model and I am confident the Force is on the right track but I will be paying close attention to how it continues to bed in going forward.

I was also really pleased to see a significant improvement in the response times of the 101 non-emergency number during the second half of last year. The performance last summer was simply not good enough but the Force have made real efforts to turn the situation around.

There are areas that need attention however. The Force has experienced difficulty in the retention of experienced officers which remains a concern for both the Chief Constable and I. We have seen rises in some crime areas, particularly domestic burglary, and the overall satisfaction rate for victims of crime has fallen. These are areas the Force will need to focus on during 2017/18.



Overall, I think it has been a good first year and I have been impressed by the dedication, attitude and professionalism shown by the officers and staff I've met who often work in difficult and challenging circumstances. My thanks go to all those who work for Surrey Police for their efforts and achievements over the last year in keeping our communities as safe as possible.

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 and my staff in the Office of the Police and Crime Commissioner for their help over the last year.

I know how much this county's residents value their police and I want to make sure going forward, we continue to deliver a service the people of Surrey can be proud of.

David Munro
Police and Crime Commissioner
for Surrey



CUTTING CRIME AND KEEPING SURREY SAFE

The balance between keeping that visible, reassuring police presence that residents tell me is so important to them and tackling the changing demands of modern policing has been a difficult one to strike over the last year.

Surrey Police launched the Policing in Your Neighbourhood (PiYN) project in April last year which was designed to introduce new ways of working to tackle operational and financial challenges.

As with any change, there was some concern about the impact this new model would have and when I took over the PCC post, I gave an undertaking in my Police and Crime Plan to review PiYN to ensure it was providing the right service for the people of Surrey.

Serving our communities must be at the heart of policing and I am pleased to say that having reviewed its progress so far, I am confident Surrey Police is on the right track and that PiYN is delivering what it set out to do.

There is of course still much work to be done and there are a number of areas for improvement that I am keen to see such as improving the Force's communication to our local communities and partners, the development of the role of PCSOs and how the current arrangements for co-location in Borough Council offices work to ensure services are being

delivered at a local level.

It is also important that all those teams working under PiYN are fully staffed and I know the Force is working hard to address resourcing issues and reduce the number of vacancies to a minimum. The bedding in process is still ongoing and my office will continue to pay close attention to its continuing progress to ensure it stays on course.

Since I have been in post, I have held 10 monthly performance meetings with the Chief Constable to monitor the Force's performance and scrutinise progress against the Police and Crime Plan. Surrey continues to be a safe place to live, although we have seen an overall rise in crime across the county of over 6% with a particular rise in burglary which the Force are currently instigating an action plan to address.

Surrey Police commission a quarterly survey of residents called the Joint Neighbourhood Survey (JNS) which covers a number of topics that assess their confidence and satisfaction with the local policing service they receive. The percentage of the public asked in the JNS whether they agree Surrey Police deal with anti-social behaviour and crimes that matter in their area dropped from 78.7% last year to 75.9%.

The positive outcome rate for vulnerable victims of crime has improved in key areas of child abuse (up from 23% to 31%) and sexual offences (up from 14% to 17%).



However the positive outcome rate for domestic abuse, which has the biggest volume, has fallen from 29% to 26%. This has resulted in the overall rate reducing from 26.3% to 25%. The Force are looking into the reasons for the fall in these areas and going forward I would like to see an improvement on these figures next year.

Another area I was keen to build on this year was the use of the Joint Enforcement Teams (JETs). This initiative gets police and local councils working collectively to tackle local issues such as noise, fly-tipping and anti-social behaviour. They have proven to provide a fast and effective response as well as providing a visible presence to deter offenders.

In addition to the three teams already in place when I arrived, this year we have agreed funding for two further teams in Waverley and Guildford and I look forward to seeing them in action when they are up and running.



SUPPORTING VICTIMS

When I took up the PCC post last May, one of the biggest concerns for me was Her Majesty's Inspectorate of Constabulary's assessment that Surrey Police was failing in how it was protecting vulnerable people. Following the HMIC's annual assessment of Police Effectiveness, Efficiency and Legitimacy (PEEL) in 2015, Surrey Police was graded as 'inadequate' in areas around protecting vulnerable people, especially children.

This was rightly made an absolute priority and I have seen first-hand the sheer amount of hard work and determination that has gone into turning this situation around.

That was why I was delighted this year to see that the HMIC praised the substantial improvements made in protecting vulnerable people as the Force improved its overall ratings from 'requiring improvement' to 'good' in both the Efficiency and Effectiveness strands while also maintaining its 'good' rating for Legitimacy. To go from where the Force was in 2015 to reaching a 'good' grading by the HMIC is a significant achievement that should not be underestimated. Keeping people safe and supporting victims are key priorities in my Police and Crime Plan which we must put at the heart of the policing service we provide. The investments made and plans put in place have clearly paid dividends over the last year and we must continue to build on that progress.

Whilst the HMIC assessments were a cause for celebration, there are other areas where I would like to see some improvement in the future. Victim satisfaction levels have fallen

over the last year by more than 4% and I am keen to see this trend reversed going forward. Analysis undertaken by the Force has shown that keeping victims informed is the golden thread for improving our care to them and considerable training has been done to improve this area so I am hopeful we will see some progress.

The changing demand of crime has resulted in a huge increase over recent years in areas such as historic sexual abuse and rape cases, child sexual exploitation and domestic abuse. My office is involved in commissioning a number of services and projects which help support victims of these sort of crimes across Surrey through our Victims Fund.

During 2016/17 we have continued supporting some brilliant outreach services, charities and voluntary groups who do great work across the county including Victim Support, Your Sanctuary, East Surrey Domestic Abuse Services (ESDAS), the Rape And Sexual Abuse Support Centre (RASASC) and the Surrey MASH (Multi-Agency Safeguarding Hub).

The Assistant PCC, Jane Anderson, has met with victims of modern slavery, honour-based violence, rape and sexual assault and domestic abuse to write four new reports highlighting key learning and opportunities for improvement across all agencies.

This year we have also succeeded as part of the Surrey Against Domestic Abuse Partnership (SADA) in a bid to make our county one of three areas chosen by Women's Aid to run a pilot



programme called 'Change That Lasts'. This ground breaking scheme is aimed at introducing innovative approaches to domestic violence and abuse and will help women in Surrey receive support earlier and help them to achieve long-term recovery and independence.

My office has also been instrumental in commissioning another project called 'Stepping Up' which is a new programme giving perpetrators of domestic abuse a chance to seek help – the first of its kind in Surrey.

The Force also this year gained White Ribbon status which means it has been nationally recognised for the work it is carrying out to tackle abuse in relationships whilst the Chief Constable and I became White Ribbon Ambassadors in which we gave a commitment to helping tackle violence against women.



TACKLING RURAL CRIME



In my Police and Crime Plan I highlighted that rural areas can often feel forgotten and that people were finding it difficult in Surrey to contact police about non-emergency issues. Dialling the 101 number is often people's first direct contact with their police force so we must ensure that we make that experience as efficient as possible for our residents and deliver the best service we can in dealing with those calls.

When I took up office in May, one of the main issues I wanted to address was improving the poor performance in this area. Performance levels in answering 999 calls in Surrey was and remains extremely high but people were having to wait far too long to get through on the 101 number which was an unacceptable situation.

I am pleased to report that since last summer when performance hit a real low, there has been a dramatic improvement. In July 2016, the 101 service level dipped below 30% of calls being answered within 60 seconds whilst the call abandonment rate was also nearly 30%. This issue was raised in my performance meetings with the Chief Constable and a comprehensive plan was put into action to address this serious problem.

Performance improved significantly as a result and in each of the last five months of the year, we saw

the number of calls answered within a minute above 75% whilst the abandonment rate dropped to below 5%.

Whilst I will continue to scrutinise performance in this area to ensure that those improvements are maintained in the future, the Force should be applauded for the effort put into achieving this much needed turnaround.

Surrey has large rural areas spread across the county and it is important that we tackle growing issues such as poaching which can blight those communities living in them. The Force produced a report in September 2016 with a number of recommendations designed to improve Surrey Police's response to reports of rural crime and the overall service to rural communities. As a result I asked my office to work with the Force in developing a new four year Rural Crime Delivery Plan. Although it is still in its relatively early stages that plan is currently being implemented.

A key part has been to bring in a brand new Rural Crime Co-ordinator role which is a dedicated resource able to support officers on the ground. The way in which the Force records rural crime has also been improved with a dedicated rural crime flag being added to Surrey Police's crime recording system. This will enable police to record rural crime more effectively, build a better picture of the scale of offences in Surrey and identify any trends.

There are plans to reinvigorate the CountryWatch text alert system and we want to take on volunteers, similar



to those in Neighbourhood Watch, who can help be our eyes and ears on the ground.

The Tandridge, Waverley and Mole Valley areas are being trialled for the use of Community Engagement Volunteers and it is anticipated they will be in post by the summer of 2017.

Traveller incursions can also be a common occurrence in different parts of Surrey and whilst they are primarily the responsibility of local borough and district councils to deal with, Surrey Police are there to support them. Incursions are a difficult issue and officers must work within the law of course. I have raised this matter with the Chief Constable and I will be looking to work with our partners in local councils to find a longer term solution that can hopefully benefit all parties.

If anyone is a victim of rural crime we would always encourage them to report it so we can ensure we get a true picture of the extent of the problem, gather intelligence and provide a better service for our rural communities.



MAKING OUR TOWN CENTRES SAFE

The night-time economy is vital for many of 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.

Over the last year I have visited town centres across Surrey on a Friday or Saturday night in Camberley, Guildford, Woking and Epsom to meet various Street Angel volunteer schemes, door staff, local police teams and those people out enjoying themselves.



It has given me a chance to see for myself the challenges that police, local councils, local businesses and residents have in keeping our town centres in Surrey safe places to be after dark.

There are some really great schemes, such as the Street Angels, which are run by volunteers and I am keen that we build on that good practice and encourage a joined up effort with local police. There is more work to be done with community partnerships, local councils and local businesses to develop safe areas in town centres and

this is something I want to see more dialogue on going forward. My office has been working with local partners to develop town centre initiatives, in particular supporting the SOS Bus in Guildford town where trained health care workers and volunteers from St John Ambulance and South East Coast Ambulance Service provide triage and treatment for non-emergency minor injuries. There are also plans to expand this scheme into Woking.

Surrey Police's approach to policing in our town centres is to focus activity on a daily basis where it is needed particularly in problem or repeat locations. They have been working in partnership with partners for problem solving and crime/ASB reduction through Joint Action Groups (JAG) and Community Incident Action Group (CIAG).

I know that the County Council's decision to switch off the street lights on a number of roads in the county has caused concern amongst residents in some areas. However, just under 87% of Surrey residents surveyed in the JNS say they feel safe walking alone in their neighbourhood at night which is a similar figure to last year.

In the last year my office have worked with various schemes designed to engage with young people and I have visited some really interesting projects across the county which provide opportunities for them such as Skaterham and the YMCA. We



have also supported campaigns such as #iwill which encourages young people to get involved in youth social action.

We commissioned Surrey Youth Focus to consult with young people to better understand their concerns and relationship with Surrey Police. This piece of work has now reported back and with our partners we are developing the next phase of the project which includes better communication and access to information for young people, opportunities to take part in social enterprises and improved support for victims.



TACKLING THE THREAT OF TERRORISM



At the time of compiling this Annual Report, my Police and Crime Plan priority of Tackling the Threat of Terrorism has been brought sharply into focus following the tragic events we have witnessed in London and Manchester.

Over the last year I have been keen to review the plans and resources Surrey has in place to deter and defeat terrorism in this county. I have received a number of briefings on the Prevent activity in place to identify and prevent potential threats. I have attended national briefings on counter terrorism and reviewed national plans. I have also visited the regional South East Counter Terrorism Unit (SECTU), which is our link to the National Counter Terrorism network and have a good track record managing local threats, to discuss Surrey's role.

Surrey Police have specially trained Counter Terrorism Security Advisers (CTSAs) who can provide advice to



businesses that could be at risk from terrorist activity, particularly those in crowded places.

The Force also has a team of Prevent Engagement Officers (PEO's) who work with the public and partner agencies to prevent terrorism and violent extremism from taking root in our communities. These officers aim to safeguard individuals and institutions from all forms of terrorist ideology and work closely with partner agencies such as local authorities, schools, universities and health institutions, to ensure communities in Surrey are well placed to report and respond to terrorist related concerns.

Our security measures and activities in Surrey are under constant review to reflect where the threats exist and the level of threat we are facing. There are well rehearsed major incident and mobilisation plans in place to deal with any threat but of course we can never be complacent and these must be continuously updated and tested.

Surrey and Sussex Police have a joint firearms capability which is being increased and our armed response officers are deployed 24/7 across the two counties and are able to respond quickly to any incident.

Our plans include extra numbers of officers available on call to provide further firearms capability. The current deployment of armed officers is based on our assessment and intelligence about the likelihood of incidents involving armed criminality, including terrorism.

The response to any significant incident will also involve immediate support from our neighbouring forces,

and resources which are part of national contingency plans.

I am satisfied that Surrey Police are as prepared as we can be to deal with any attack but it is communities that defeat terrorism. This is why we must maintain the strong relationship between the public and police and I ask the public to remain vigilant and report any suspicious activity to the authorities.

We depend on information from the public, who can be our eyes and ears, in our efforts to keep us all safe.



MAKING EVERY POUND COUNT

One of my priorities is to make Surrey Police as efficient as possible whilst also helping them by fighting for fair funding from the government. This year, just under 70% of the Force budget was spent on front-line policing which was a slight reduction of 1.2% on last year but I hope to see improvement next year when the PiYN model has fully bedded in.

Over the last five years, Surrey Police has saved £5.5m through collaboration with Sussex Police, regional collaboration and the National Air Service. A further £8m to £10m of Surrey savings is anticipated to be delivered through the collaborated 'Policing Together' programme with Sussex between April 2016 and March 2019, the majority of which will be delivered by Support Services, Specialist Crime and Operations. I am keen to play my part as well and made £100,000 savings to staffing costs in my office soon after taking up the PCC post last May.

I have held regular oversight meetings with Sussex colleagues to oversee existing collaboration and ensure opportunities are being sought for any new collaborative arrangements.

The new South East Region Interoperable Policing (SERIP) Programme Director is now in post and working closely with the Chief Information Officer (CIO) and regional colleagues to develop the approach to prepare for platform & service integrations with Hampshire Constabulary and Thames Valley Police.

Work continues to implement a new Enterprise Resource Planning (ERP)

system for Surrey, Sussex and Thames Valley Police, which will underpin much of the planned support services collaboration activity.

The programme is working towards an anticipated go-live date of February 2018 in Surrey and Sussex. With a look to further savings opportunities in the future, I am soon to receive the first draft of the Force's Estates



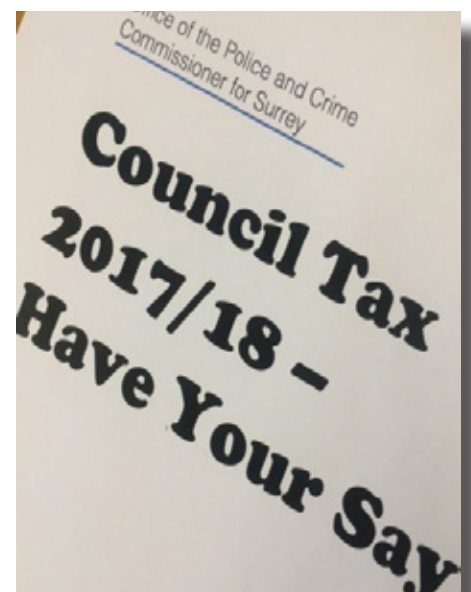
Strategy which will set out a vision for the physical estate and future ways of working. This is in its early stages and will take time but is a vital project to map out the future of policing in Surrey.

People are our most important resource and one of the biggest issues currently for the Force is not recruiting officers but being able to retain those currently here. The 'unplanned' rate of officers leaving has been high and there are a number of reasons why such as work-life balance while the cost of living is much higher here in Surrey than other areas. Neighbouring forces are now recruiting so officers that live elsewhere are transferring to their local force in order to reduce travelling time and associated costs.

The Chief Constable has assured me Surrey Police is doing everything it

can to address this issue. This includes paying a South East allowance of £500 a year to officers whilst trying to make the culture of the Force an attractive one through various programmes such as Surrey and Sussex's People Plan which sets out how the two Forces value, develop and support staff. I have pledged to support the Force in any way I can on this issue.

A review of the current police funding formula is due to be undertaken by the government and in October I wrote to the Minister of State for Policing regarding the current situation in Surrey. I highlighted just how little Surrey receives in terms of central government funding (46%), compared with the amount being raised direct from Surrey residents through the Council Tax Precept (54%). It is very unfair that Surrey residents, who already contribute probably more tax income to the Treasury than residents of any other county in England or Wales, get so little back in terms of central funding to help pay for their own police force. I will continue to fight this cause on behalf of residents as this progresses.



POLICE AND CRIME PLAN PERFORMANCE

Aim	Measured by	2015/2016 Performance	2016/17 Performance
Key Performance Aims:			
Cutting Crime and Keeping Surrey Safe			
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.	78.7% (Year end 15/16)	75.9% (Year end 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)	26.3%	25%
Supporting Victims			
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people	HMIC grade for protecting vulnerable people from PEEL Effectiveness Inspection	Inadequate	Good (PEEL inspection Nov 2016 – report published March 2017)
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed satisfied with police service	81%	76.7%
Tackling Rural Crime			
For police to improve the answering of the 101 non-emergency number	% of 101 calls answered within 60 seconds	50%	55.5%
For communities to feel that police deal effectively with their local issues	% people who feel that police tackle local issues.	88.2%	84.4%
Making our Town Centres Safe			
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark.	87.9%	86.9%
Tackling the Threat of Terrorism			
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		100%
Making Every Pound Count			
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing.	71% (HMIC 2015)	69.8% (HMIC 2016)

MEETING THE COMMUNITY/ENGAGEMENT



As my primary role is to hold Surrey Police to account on behalf of residents, it is essential that I and my office staff get out and about to meet as many people and organisations as possible to understand their ambitions and concerns.

Communication and engagement have a central role to play in ensuring that I can act as the voice of the public in policing matters by informing people about policies and activities which impact them and involve them in the decision-making process. It can also help increase understanding of the PCC role and how our residents can have a greater say in how their communities are policed.

OPCC officers spend a good deal of their time 'out of office', meeting with and supporting the host of public, volunteer and charitable organisations that contribute to policing in Surrey so effectively.

For my part, I am keen to hear from all Surrey residents to get their views. During the year I have had over 200 different meetings, events or visits with organisations, charities and individuals.

These have included neighbourhood watch meetings, parish and district councils, residents associations, businesses, schools, MPs, faith leaders and minority group representatives. In addition to this I have also been to visit as many of the policing teams in Surrey as possible to meet officers and staff and get an understanding of their roles and the issues they face.

Another part of my role is to take the lead for community safety and I take an active part 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 been particularly keen to engage with ethnic minority, Lesbian, Gay, Bisexual, and Transgender (LGBT) and some of the harder to reach groups within Surrey's communities. In December I was chosen as the



national lead for Equalities, Diversity and Human Rights (EDHR) under the Association of Police and Crime Commissioners' new formalised portfolio structure.

This role covers issues including officer and staff diversity, stop and search and hate crime and I aim to be the champion for EDHR issues for PCCs across the country. I took this portfolio on as I believe we must do our part in policing to reduce inequality and promote safety amongst our diverse communities not just in Surrey but across the country.

I have also been vocal in my view that we need to encourage more people from within our diverse communities to seek opportunities within policing so I was delighted that Surrey Police were recognised in the Stonewall Index which recognises employers progress on LGBT inclusion in the workplace, for the first time this year.



FUNDING, GRANTS AND COMMISSIONING

This year, in addition to the core police funding, my office received around £1.4m in a Ministry of Justice grant to commission services which support victims of crime whilst another £700,000 has been set aside from the overall PCC budget for funding community safety projects.

This is managed by my team through our Victims Fund and Community Safety Fund.

There is currently a three-year contract in place for Surrey, Sussex and Thames Valley PCCs for Victim Support to provide the initial support service for victims.

The remainder of the Victims Fund of just under £1m is spent on specialist victim services through the award of grants including domestic abuse

outreach services, support services for victims of rape and sexual offences, women's refuges and services to support child abuse victims.

The Community Safety Fund has helped projects big and small across the county in addressing issues such as anti-social behaviour and alcohol use by vulnerable people whilst funding initiatives such as the Joint Enforcement Teams and CyberSafe Surrey.

This year my office has launched a new dedicated Funding Hub which gives local organisations the opportunity to apply online for funding.

The website offers the chance to use a simple process to apply for small grants of up to £5,000 for community safety and victim based projects

whilst also detailing those currently commissioned by my office.

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:** <http://funding.surrey-pcc.gov.uk>.

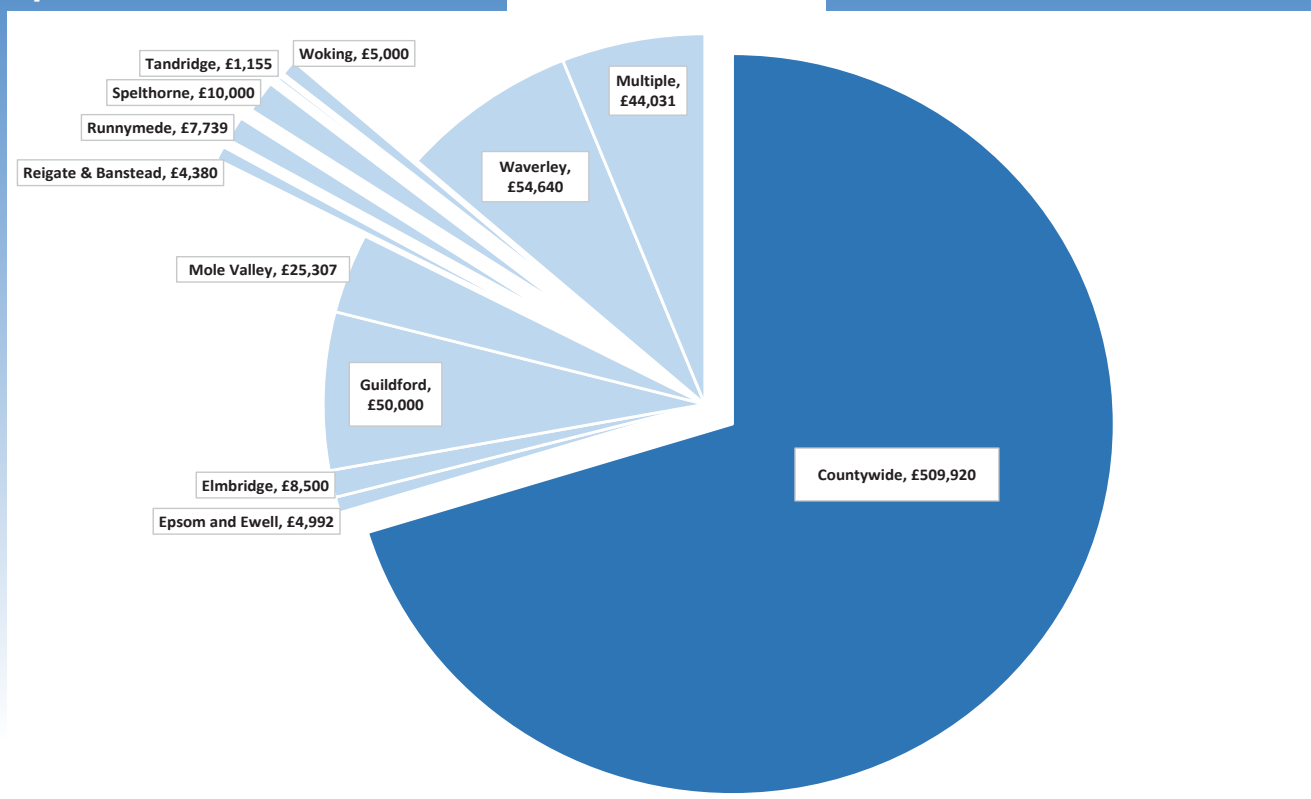
In addition, a new commissioning strategy for Surrey was also created which details how the commissioning process is undertaken in a fair and transparent way to deliver those services we support in the county.

This can also be viewed via our website at <http://funding.surrey-pcc.gov.uk/commissioning-strategy/>.

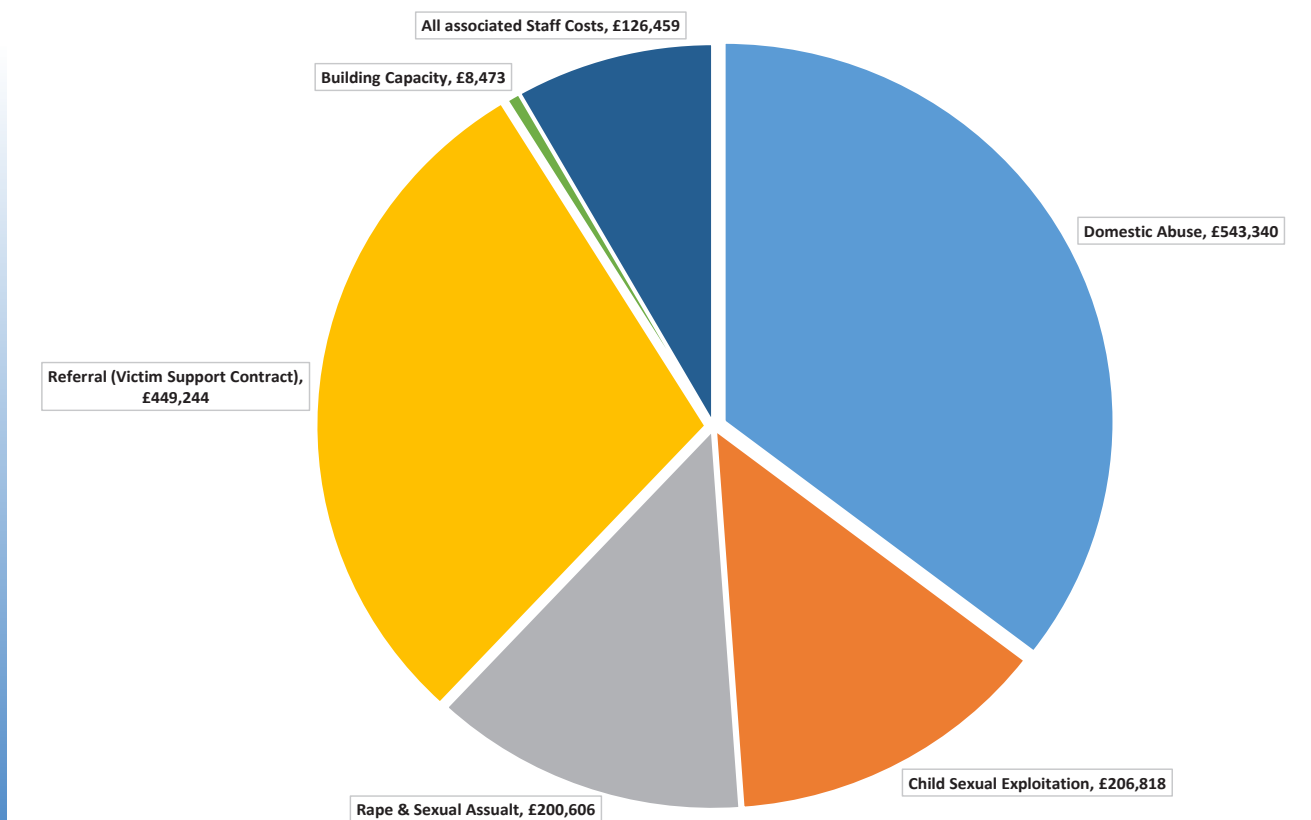


FUNDING, GRANTS AND COMMISSIONING

Community Safety Fund - Spend 2016/17



Victims Fund 2016/17



PROJECTS

Fire Governance:

In January this year, I announced that my office would be setting up a project to explore options for the future governance of the Fire and Rescue Service in Surrey.

Surrey Police and Surrey Fire and Rescue do a great job protecting the residents of this county and already have a history of working closely together.



The Government has recently brought in a new Policing and Crime Bill which makes provision for PCCs to take on the role of governance for Fire and Rescue Authorities where there is a business case to do so.

My office has formed a working group to consider whether a change of governance would benefit residents in Surrey and will look at how Surrey Fire and Rescue Service, which is currently part of Surrey County Council, and Surrey Police can become more closely interlinked.

The working group involves key stakeholders from all relevant agencies and any proposals will be subject to a thorough consultation process before a business case is sent to the Home Office for determination.

We have some very successful projects where the Fire Service in Surrey have taken on more responsibilities when responding to accidents and helping police in gaining access to buildings in an emergency. We have also made savings by procuring services together such as managing our vehicles.

We need to work jointly with the Fire and Rescue service and Surrey County Council to consider whether a change in governance can bring about further improvements in public safety and improve our effectiveness and efficiency for the tax-payer.

This project will take time but it is important it is given the proper consideration it needs.

Cyber Crime Profile:

The first ever cybercrime profile for Surrey which has built a picture of the nature and scale of online criminality in the county was published by my office last summer having been commissioned by my predecessor.

Wide ranging research and data has been drawn together to produce a comprehensive information tool which can be downloaded and used by organisations and the public.

The aim is to give agencies, businesses and residents a better understanding of the cybercrime threats

and risks faced in Surrey so better responses and plans can be developed.

The profile takes a detailed look at the nature of cybercrime in the county in relation to both children and young people and older adults and also features sections on reporting, preventative measures and perpetrators.

The research shows that in 2015 Surrey had the third highest rate of web users in the UK with the majority of people in the county spending an average of one to three hours online every day. Police forces across the country have seen a sharp rise in reports of crimes committed online and in Surrey that figure rose by 185% between 2014 and 2015.

The profile has been produced as part of the ongoing CyberSafe Surrey project which is funded by my office to support professionals and practitioners in protecting our communities against cybercrime.



Surrey's
Cybercrime Profile

PROJECTS

Criminal Justice:

One of the key issues I am keen to grip in Surrey is the efficiency of our criminal justice system and what work we can do to prevent those who find themselves within the prison system from re-offending.

I highlighted last year that some victims of serious sexual offences were having to wait far too long for their cases to come to court. I raised this matter with the local Criminal Justice Board and from January 1st this year, Surrey Police embedded a Detective Inspector within the regional Rape and Serious Sexual Offences Unit (RASSO) section of the Crown Prosecution Service (CPS) in Kent to assist with improving file data quality.

That officer has added a triage function to all RASSO court files submitted by Surrey and ensures that the court file is of a suitable standard for CPS to consider both in terms of thoroughness and presentation and rejects files that do not meet the standard.

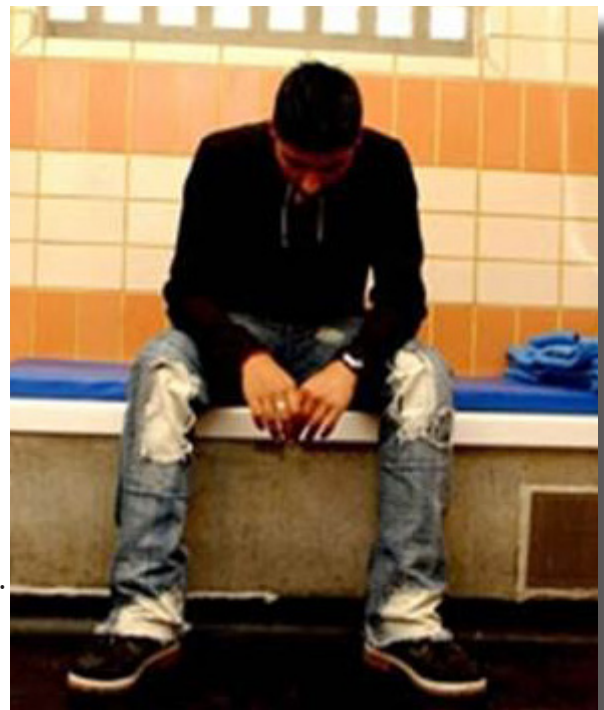
Although there is still some way to go, I am encouraged that we are

seeing some real green shoots of recovery and some really positive progress being made in this area by all our criminal justice partners working together.

In January we recruited a policy officer for a newly created Criminal Justice post in my team who is producing a reducing re-offending strategy and developing a number of projects designed to assist in its aims.

These include housing and accommodation schemes, an offender counselling service, an offender mediation service, programmes aimed at women offenders and 'through the gate' programmes which begin with prisoners towards the end of their sentences and continue once back in the community.

This is a really important area of focus for my office going forward. I have dedicated £250,000 from our Community Safety Fund to finance these initiatives and I really hope to see some positive results arising from it over the coming year.



TECHNOLOGY

Modern policing must use every tool available to fight crime and we must ensure officers are properly equipped to do the job. Over the last year there has been the introduction of some new kit which I hope will enhance officers ability to do their job and make Surrey even safer:

Body Worn Video:



Over 150 Body Worn Video (BWV) cameras were distributed to policing teams across Waverley and Guildford Boroughs from December last year and are now being rolled out across the rest of the county. In February, I met with APT officers at Guildford who demonstrated the new devices which I believe are a really effective piece of kit which will bring a host of benefits to officers and the public.

BWV will enable Surrey Police to:

- Increase transparency and the accountability of the Force.
- Increase early guilty pleas – due to digital evidence which can be



used in court from a street fight to a domestic abuse incident.

- The additional evidence can help prove or disprove a suspect's involvement and can speed up the justice system in this county meaning victims wait less time for their case to go through the legal process.
- Quickly defuse confrontational situations and deter offenders from being abusive or violent to those on frontline duties.
- Camera footage can protect officers from inaccurate complaints or be used to hold them to account if their behaviour falls below expected standards.

Drones:



Surrey and Sussex Police acquired four new state-of-the-art drones in April last year having been awarded almost £250,000 by the Home Office's Police Innovation Fund. The Aeryon SkyRangers are capable of operating during daylight and after dark, in high wind and heavy rain, and can reach speeds of about 30mph. The new equipment means the project is the largest of any force in the UK.

I have been given a demonstration of one of the drones in action and saw for myself what a really useful tactical option it can be for officers on the ground to direct resources or to help search for suspects or missing people whilst reducing the need for more expensive options such as using a helicopter.



Taser:

Surrey Police will significantly increase the numbers of officers (from 167 to 569) using Tasers over a five year period after the new X2 device was approved by the Home Office. The Taser X2 will replace the current device which has been used in Surrey since 2003. The new model records considerably more detail about its usage creating a more detailed audit trail and has a number of new features aimed at increasing accuracy.

Currently all Armed Response Officers and a number of Specially Trained Officers based on divisions in Surrey are issued with Tasers. From April, the Public Order Training Unit will begin to prepare the infrastructure of Surrey Police to support the X2 by purchasing the new devices, upgrading computer software, organising training and converting existing Taser Safes to fit the differently shaped device.

The use of Taser has proven to be an important tactical option in resolving potentially violent incidents, the vast majority of the time without the need for the weapon to be discharged and I am pleased that more of our officers will be equipped with these new devices in the future.

VOLUNTEERING

Policing has been operating in a tough financial climate in recent years and has meant the role of volunteers in all forces has never been more crucial than it is today. I have been very keen to support a number of volunteering roles within Surrey Police over the last year including the Special Constabulary, the Volunteer Police Cadet (VPC) scheme and the Independent Custody Visiting (ICV) scheme run by my office.

Independent Custody Visitors:

Independent Custody Visiting (ICV) schemes exist to provide reassurance to local communities that they can have confidence in the way police treat people who are held in their custody. Ensuring effective management and oversight of the ICV Scheme is a statutory responsibility of the Police and Crime Commissioner. Those volunteers in the scheme visit police stations at random, in pairs, to speak to detainees.

They come from a variety of backgrounds and sections of the community. They must be over the age of 18 and live, study or work within the Surrey policing borders. At the end of this year we had 40 volunteers undertaking this role in Surrey. It is vital that police processes around how people are detained are transparent and open to independent scrutiny and I believe they provide an essential service for the rights and wellbeing of people held in custody in this county. I am extremely grateful to those in our Custody Visiting teams who give up their time to check on the welfare and treatment of people in custody.

I was particularly delighted to see the scheme nominated for this year's Surrey Queen's Award for Voluntary Service 2017 which is a testament to



the hard work and dedication shown by all connected with it. I would personally like to thank all Surrey's Independent Custody Visitors for their service and I look forward to my office continuing to work successfully with them in the future.

Volunteer Police Cadets:

The Volunteer Police Cadet scheme is a national programme which we saw introduced in Surrey this year for the first time. The first three Cadet Units in Surrey are based across the county at three host schools in the boroughs of Epsom and Ewell, Runnymede and Woking and young people aged between 13 and 17 from the local area can also join.

I am a great supporter of the scheme and this year provided funding from my office to pay for the uniforms

and the dedicated Sergeant who runs it. Nearly all of the initial 90 places were filled and the cadets attend weekly two-hour sessions during term time. As well as gaining knowledge and experience in policing, they will develop personal skills and confidence and have opportunities to achieve qualifications such as Duke of Edinburgh awards.

In March, I had the pleasure of attending a ceremony at Guildford Cathedral to mark the first group of Cadets passing their initial training which was a brilliant event for the young people and their families. I am strongly committed to doing all we can to offer young people in Surrey the opportunity to take an interest in their local community and ultimately help open doors to allow them to pursue a future career in policing. The Force is currently looking to expand the VPC Scheme to a total of six units across the county.



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 us on:



<http://www.surrey-pcc.gov.uk>

For the latest news from the OPCC - follow us on:



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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.

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 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 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). To report crime anonymously - call Crimestoppers on 0800 555 111.

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