

Annual Report 2022-23



OFFICE OF THE POLICE &
CRIME COMMISSIONER FOR
SURREY



Contents

Foreword from the Police and Crime Commissioner	04-07
Year-in-brief	08-09
Progress against the Police and Crime Plan	
• Preventing violence against women and girls	10-12
• Protecting people from harm in Surrey	13-14
• Working with Surrey communities so that they feel safe	15-16
• Strengthening relationships between Surrey Police and Surrey residents	17
• Ensuring safer Surrey roads	18-19
Rural crime	20
Commissioning of local services	21-25
Surrey Police overview	26
Engagement	27
Volunteering	28-29
Strategic Policing Requirement	30
Contact us	32

Year-in-brief

April	May	June	October	November	December
<p>Commissioner Lisa Townsend extends vital funding for young people affected by sexual violence by three years</p>	<p>Extra security measures along the canal in Woking are finalised after the Commissioner's office secured £175,000 from the Home Office to improve safety</p>	<p>Deputy Commissioner Ellie Vesey-Thomson announces dedicated funding to support and protect young people as half of the Commissioner's Community Safety Fund is ringfenced for this area between 2022-25</p>	<p>Surrey residents are invited to share views on 101 performance as a project is launched with Surrey Police to improve the service they receive</p>	<p>Commissioner Lisa Townsend begins her search for a new Chief Constable of Surrey Police after Gavin Stephens QPM announces move to the National Police Chiefs' Council</p>	<p>Commissioner Lisa Townsend joins the first volunteers as a new Animal Welfare Scheme is launched at the Surrey Police and Sussex Police Dog Training School in Guildford</p>
					
<p>The Commissioner condemns the actions of protesters after fuel stations on both sides of the M25 in Surrey are damaged by members of Just Stop Oil</p>	<p>The Office's new brand is launched after a total redesign is led by a student from Camberley</p>	<p>The Commissioner praises 'outstanding' crime prevention but says there is room for improvement elsewhere following annual inspection of Surrey Police</p>	<p>Commissioner Lisa Townsend says mental health takes officers off the frontline, as she calls to improve health and social care services on World Mental Health Day</p>	<p>Deputy Commissioner welcomes applications from young people as first Surrey Youth Commission on Policing and Crime is announced</p>	<p>The Commissioner welcomes 390 participants to a series of webinars by the Surrey against Domestic Abuse Partnership to help raise awareness of the role of domestic abuse in homicide</p>
July	August	September	January	February	March
<p>First Community Safety Assembly in Surrey is held as the Commissioner rallies over 30 organisations to improve the response to issues including mental health and anti-social behaviour</p>	<p>The Commissioner welcomes tougher sanctions for police officers who face misconduct proceedings, including those who commit violence against women or girls</p>	<p>Commissioner Lisa Townsend praises hundreds of officers involved in the Surrey Police and Sussex Police operation to ensure the funeral of Her Late Majesty Queen Elizabeth II is commemorated safely</p>	<p>More than 3,000 people have their say in the Commissioner's annual council tax survey, that informs her proposed budget for Surrey Police for the year ahead</p>	<p>The launch of a dedicated Data Hub means residents can see detailed performance information that the Commissioner uses to scrutinise the Force</p>	<p>A partnership survey on anti-social behaviour led by the Commissioner's Office receives over 1000 responses and 300 sign-ups to victim focus groups in 2023</p>
					
<p>Commissioner's team secures £700,000 in Safer Streets funding for additional community safety projects in Epsom, Sunbury-on-Thames and Addlestone</p>	<p>Commissioner Lisa Townsend says Surrey Police were on the scene quickly as 20 more people are arrested during new Just Stop Oil protests on the M25</p>	<p>The Commissioner's team secures £1million to boost education and support for young people affected by violence against women and girls through Surrey schools</p>	<p>Commissioner meets with new Surrey Police Vanguard team created to tackle the 'fatal five' offences on Surrey's roads</p>	<p>Frontline policing is protected after the Commissioner's proposal for the amount that residents will pay towards the Surrey Police budget is agreed</p>	<p>The Commissioner praised Surrey Police's recruitment drive after the Force welcomed over 300 new officers since 2019 - making it the biggest it has ever been</p>



► Progress against the Police & Crime Plan

Priority 1: Preventing violence against women and girls

As Police and Crime Commissioner for Surrey, I have made a firm commitment to combat all forms of violence against women and girls. To achieve this, my office has been collaborating closely with Surrey Police, partner agencies and local charities to bring attention to the inappropriate behaviour of some men, to hold perpetrators accountable for their actions, and to ensure that victims of these heinous crimes receive the best possible assistance and support.

Key achievements during 2022/23

- **Award winning interventions:** Our unwavering focus on tackling Violence Against Women and Girls received national recognition in October 2022 when Surrey Police won the annual Tilley Award, set up by the Home Office in 1999 to celebrate problem-oriented projects that have achieved success in resolving issues faced by the police, partners and the community. The award was in recognition of work undertaken to ensure the safety of women and girls using the Basingstoke Canal in Woking, following several indecent exposures and suspicious incidents since 2019. Funding for this project was made available by my office after a successful bid to the Home Office's Safer Streets Fund.
- **Targeting perpetrators:** In March my team secured £2 million in government funding to launch a ground-breaking initiative to tackle domestic abuse and stalking in the county. This innovative project involves the creation of a county-wide Domestic Abuse Perpetrator Hub, staffed by expert intervention navigators who will work together to reduce the risks faced by survivors of abuse. By targeting perpetrators early, the Hub aims to address the root causes of their behaviour and provide support to survivors and their families. Additionally, the Hub will prioritise the needs of children and young people who are already showing signs of violent or abusive behaviour in their relationships, helping to break the cycle.
- **Strengthening local partnerships:** In December I welcomed 390 participants to a sobering webinar on domestic abuse, homicide and victim support. The webinar included talks from experts including Professor Jane Monckton-Smith of the University of Gloucestershire, who spoke about the ways in which all agencies can recognise the links between domestic abuse, suicide and homicide, in order to improve the support provided to survivors of abuse and their families before harm escalates. Participants also heard from Dr Emma Katz of Liverpool Hope University, whose ground-breaking work highlights the impact of perpetrators' coercive and controlling behaviour on mothers and children.

The seminar is part of a series of events I am running, focused on strengthening Domestic Homicide Reviews that are carried out to identify learning to prevent new homicides or suicides in Surrey. It complements the embedding of a new process for reviews in Surrey, with the aim that every organisation understands the role they play.

- **Teacher training:** Schools in Surrey have been invited to apply for a new teacher training programme which has been fully funded by my office. The programme commenced in March and aims to build self-confidence in children to enable them to live safe and fulfilled lives and to better recognise inappropriate behaviour. It comes after my team secured almost £1 million from the Home Office's What Works Fund. Teachers will join key partners from Surrey Police and domestic abuse services for three days of training, which will explore how best to embed these concepts within the PSHE curriculum.

- **Embedding understanding of violence against women and girls:** Legally Qualified Chairs (LQCs) are independent individuals who oversee police misconduct hearings. The management of LQCs is one of the roles of my office and we have begun looking at how we embed specific training around violence against women and girls into both the recruitment and Continuing Professional Development process.



For further data concerning Surrey Police progress against this priority, please visit:
https://data.surrey-pcc.gov.uk/priority_one.php?nav=plan&data=pcc&plan=1&sub=1

► **Improved oversight of professional standards:**

Surrey has not been immune to the reputational damage caused to policing by recent, high-profile incidents in other forces. Recognising public concern, I have increased my office's oversight of our professional standards functions, and we now hold regular meetings with the Head of Professional Standards and the Independent Office for Police Conduct (IOPC) to better monitor emerging complaint and misconduct data. My team also now have direct access to complaint management databases, allowing us to conduct regular dip checks on cases, with a specific focus on investigations that have exceeded 12 months.

► **Police Appeal Tribunals:** My team continue to manage Police Appeals Tribunals - appeals against the findings of gross (serious) misconduct brought by police officers or special constables. We have been working closely with our regional colleagues to standardise processes, ensure better coordination and improve our approach to the recruitment and training of our Legally Qualified Chairs, who oversee proceedings.



Priority 3: Working with Surrey communities so that they feel safe

My commitment is to make certain that every resident feels secure within their local community. To achieve this goal, I believe in collaborating and taking early measures to address the common factors that result in individuals coming into contact with the police and the criminal justice system. This approach will aid in decreasing crime rates and anti-social behaviour and will have a positive impact on victim outcomes.

Key achievements during 2022/23

► **Shining a light on anti-social behaviour:** In March I launched a county-wide survey in Surrey to better understand the impact and experiences of anti-social behaviour (ASB). The survey was an essential component of our Anti-Social Behaviour Plan, which prioritises the views of residents and uses their feedback to improve services. The initial data was used to support resident focus groups and will identify areas of focus for policing.

► **Ensuring a unified response to community safety:** In May we ran the county's first-ever Community Safety Assembly, bringing together a wide range of partner organisations from across Surrey. The event marked the launch of a new Community Safety Agreement, a shared vision of how all local agencies will work together to improve community safety, by enhancing the support for individuals affected by crime or at risk of harm, reducing inequalities and strengthening collaboration between different services.

► **Meaningful engagement with young people:** My team has worked with the organisation 'Leaders Unlocked' to establish a Youth Commission on Policing and Crime in Surrey. The Commission is made up of young people aged between 14-25 years old, who will help my office and Surrey Police to include the priorities of children and young people in policing Surrey.

► It is overseen by my Deputy Commissioner Ellie Vesey-Thompson, as part of her focus on enhancing the opportunities and support for young people in Surrey. In the last year, we have ringfenced almost half of my Community Safety Fund for this purpose and Ellie has continued to visit and take part in a range of activities with young people across the county.

► **Making funding available to communities:** My Community Safety Fund supports services which improve safety in Surrey's neighbourhoods. With it, we promote joint working and effective partnerships across the county. During 2022/23 we have made available almost £400,000 from this funding stream, supporting numerous community safety initiatives.



For further data concerning Surrey Police progress against this priority, please visit:
https://data.surrey-pcc.gov.uk/priority_three.php?nav=plan&data=pcc&plan=3&sub=1



Priority 4: Strengthening relationships between Surrey Police and Surrey residents

My aim is for all residents to feel that their police force is visible in tackling the issues that matter to them and that they can engage with Surrey Police when they have a crime or anti-social behaviour problem or need other police support.

Key achievements during 2022/23:

- **Finding solutions with the public:** In October I launched a public survey to gather resident opinions on Surrey Police's response to non-emergency calls to the 101 service. Although Surrey Police has historically been one of the best forces at answering calls quickly, staff shortages in the Contact Centre meant that performance had started to dip. Conducting the survey was a step towards enhancing performance and ensuring that the views of residents were incorporated into work being taken forward by Surrey Police.
- **Public surgeries:** As part of my commitment to enhance the voice of local people in policing I have established a regular schedule of public surgeries. Held on the first Friday of every month, these one-to-one meetings provide a valuable opportunity for me to hear feedback from residents.
- **Stakeholder engagement:** I have continued to engage with various local organisations, community groups, and support services during 2022/23.
- This has enabled us to gain a deeper understanding of the concerns and opinions of local communities, as well as the resources accessible to victims of crime in Surrey. Additionally, my deputy has continued to undertake attachments with front-line police teams to obtain insights from officers and staff, as well as to ensure that we have a comprehensive understanding of the daily practicalities and obstacles they confront.
- **Community meetings:** More broadly, I have visited communities across Surrey to discuss the policing issues that matter most to residents. For more information, please see the dedicated 'Engagement' section in this report, which sets out the meetings I and my Deputy have attended throughout the year.
- **Open Data:** I believe that residents should have access to key performance data concerning both my office and Surrey Police. As outlined, we have therefore developed an online Performance Hub to provide the public and stakeholders with convenient access to data in a format that can be easily understood, helping to improve transparency and confidence in local policing.



For further data concerning Surrey Police progress against this priority, please visit:
https://data.surrey-pcc.gov.uk/priority_four.php?nav=plan&data=pcc&plan=4&sub=1



Priority 5: Ensuring safer Surrey roads

Surrey is home to some of the busiest stretches of motorway in the UK with significant numbers of vehicles using the county's road network every day. Road safety is understandably a significant concern for Surrey residents, and a key focus of my Police and Crime Plan.

Key achievements during 2022/23

► **National role:** In early 2023, I was appointed as the national lead for roads policing and transport by the Association of Police and Crime Commissioners, encompassing rail and maritime travel, and road safety. I am committed to pursuing greater penalties for those who endanger lives while operating vehicles, bicycles or e-scooters, and will be focussing on improving the safety of transport across the country.

► **New team:** I have been very pleased with Surrey's new Vanguard Road Safety Team, a newly formed unit dedicated to lowering the number of serious and fatal collisions on Surrey's roads. This team comprises two sergeants and ten PCs who utilise a combination of visible policing and unmarked vehicles to target motorists committing the 'Fatal 5' offences, which include driving under the influence of drink or drugs, distracted driving, such as using a mobile phone, careless driving, inappropriate speed, and not wearing a seatbelt. Ultimately, the emphasis is to change drivers' behaviours and reduce the number of road accidents.



► **Safe Drive Stay Alive:** In November I pledged over £100,000 in funding for the Safe Drive Stay Alive initiative, to support delivery until 2025. The initiative, aimed at safeguarding young drivers in the county, recently held its first live performance in three years at Dorking Halls. Since its inception in 2005, the performance has reached over 190,000 teenagers aged 16 to 19, emphasising the perils of drink and drug-driving, speeding, and distracted driving. The program features testimonies from frontline personnel of Surrey Police, Surrey Fire and Rescue Service, and the South Central Ambulance Service, as well as individuals who have lost loved ones or been involved in fatal road accidents. By focusing on newer drivers who face a higher risk of accidents, Safe Drive Stay Alive aims to reduce collisions among young motorists in Surrey.



For further data concerning Surrey Police progress against this priority, please visit:

https://data.surrey-pcc.gov.uk/priority_fivephp?nav=plan&data=pcc&plan=5&sub=1

► **Combatting drink and drug driving:** A total of 145 arrests were made in Surrey in just four weeks as part of Surrey Police's annual drink and drug drive campaign, with my Deputy undertaking an attachment with the Roads Policing team to see the work in action. Out of these, 136 arrests were made on suspicion of drink and drug driving, with the remaining 9 being for other offences such as drug possession, theft and failure to stop at the scene of a road traffic collision.





► Rural crime

Whilst not a separate priority in my Police and Crime Plan, rural crime is nevertheless a key area of focus for my team. My Deputy Commissioner has taken a lead on rural crime issues, and I am pleased that we now have dedicated rural crime teams in place.

Key areas of progress during 2022/23 have included:

- Training to ensure an improved understanding of rural crime amongst contact centre staff, ensuring that they are better able to identify risks and provide support to residents making contact.
- Ongoing representation on the National Rural Crime Network and South-East Rural Partnership, which both champion a better understanding of crime in rural areas and effective ways to help to keep rural communities safe.
- Use of national uplift capacity in some areas to introduce additional rural crime resources, such as in Mole Valley where the Borough Commander has introduced a dedicated post.
- Regular engagement with rural communities, including face-to-face meetings with farmers.

► Commissioning of local services

One of the key roles of Police and Crime commissioners is commissioning projects, services, and activities geared towards promoting community safety, mitigating offending behaviour, and providing support for victims of crime, to help them cope and recover from their experiences.

During 2022/23, my office allocated almost £5.4 million in funding to fulfil these duties. A considerable portion of this budget was channelled to small-scale community charities and organisations, enabling us to offer support that aligns with the requirements of Surrey's residents and fosters local resilience.

Whilst Surrey receives a fixed annual settlement from government to fund this local provision, staff in my office pursued additional funding throughout the year to extend our services, securing £2.4 million in the process.

This additional funding has allowed us to enhance the safety of women and girls through the provision of community safety initiatives, establish a local programme to address stalking and perpetrators of domestic abuse, and considerably increase the number of local Independent Sexual Violence Advisors and Independent Domestic Violence Advisors, thereby providing better assistance to the survivors of these horrific crimes.

A few key services funded by my office during 2022/23 include

► **Universal support for all victims of crime:** The Victim and Witness Care Unit, located at Guildford Police Station, offers support to victims of crime in their recovery process by developing personalised care plans. Upon reporting a crime, all victims in Surrey are referred to the Unit, and further communication is based on individual needs and vulnerability.



► **Supporting victims of domestic abuse:** Surrey domestic abuse services provide confidential and independent support, free of cost, to anyone affected by domestic abuse. Their staff not only offer immediate practical and emotional assistance, but also provide guidance on housing, safety planning, benefits, and the well-being of children impacted by domestic abuse. Additionally, they aid in accessing safe refuge accommodation.



► **Supporting children and young people:** A good proportion of our funding supports projects which help children and young people to lead safe and fulfilling lives and avoid harm. These include Active Surrey's 'Friday Night Projects', which offer drop-in sessions for young people aged 11-18 who have had limited opportunity to take part in sport and physical activity before, as well as the 'Step OUT to Step IN project', which is a sports-based initiative for young people at risk of offending or engaged in anti-social behaviour.

► **Reducing re-offending:** We regularly award funding to reduce the risk of future offending behaviour. One such service to benefit is the Amber Foundation, which provides accommodation and support to transform the lives of young people aged 17-30. Their residential training programme works with marginalised young people to get their lives back on track and move on to sustainable and independent futures that are free from crime.

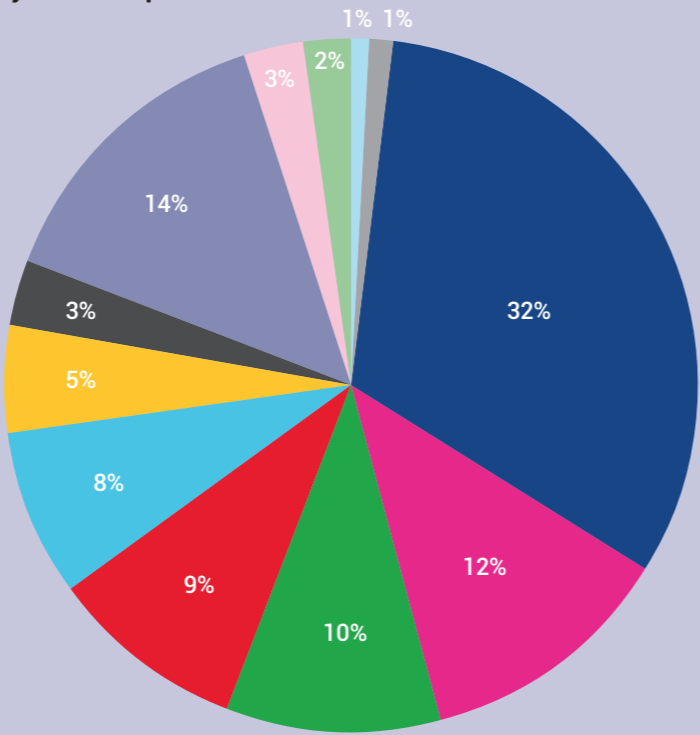
When it comes to the use of public money, I want the public to have confidence that our funding is allocated fairly, transparently and services provide good value for money. To support this, we continue to make available live funding data on our website, allowing the public to understand our key areas of investment and the organisations in receipt of funding. Longer term funding trends can also be found on our Data Hub.



The chart below provides a summary of commissioning by area of expenditure:

Domestic Abuse	£1,281,637	32%
Referral	£479,200	12%
Child Sexual Exploitation	£395,712	10%
Rape & Sexual Assault	£348,876	9%
Children and Young People	£330,264	8%
General Community Support	£203,895	5%
Anti-Social Behaviour	£136,604	3%
Reducing Reoffending	£535,169	14%
Delivery Costs	£97,688	3%
Stalking	£92,419	2%
Modern Slavery	£40,374	1%
Other	£30,800	1%

*This chart currently only includes core commissioning budgets.



The table below provides a summary of our various funding streams during 2022/23

Additional funding secured through competitive bids to government	
Home Office Safer Streets Fund	£582,369.98
Home Office Preventing Violence Against Women and Girls and Supporting Children – What Works Fund	£237,508 (a total of £980,295 was secured for 3 years and this reflects the first-year allocation)
Perpetrator Interventions Fund	£502,600
Uplift funding for domestic abuse and sexual violence services, including Independent Advisors	£1,054,024.67
Grant allocation from central government	
Ministry of Justice Victims Fund 22/23	£1,509,979.15
Serious Violence Duty	£47,417.32
Police and Crime Commissioner funds	
Reducing Re-offending Fund	£270,000
Community Safety Fund	£383,000
Children and Young People Fund	£275,000
Commissioner's budget	£530,000

Managing resources

Financial context

Financial planning sits at the heart of good public financial management and the ability to look strategically beyond the current budget period is a crucial process to support resilience and long-term financial sustainability.

The Medium-Term Financial Strategy is one of the key planning tools that helps identify available resources and options for delivery of my Police and Crime Plan and the National Strategic Policing Requirements.

One of my key responsibilities is setting the annual budget in consultation with the Chief Constable, and this in turn determines the annual precept, which is what residents pay via their council tax contributions to fund local policing activity.

The 2022/23 revenue budget was approved in February 2022, totalling £279.1m. I delegated £275.9m of this to the Chief Constable to enable him to discharge his operational responsibilities. This budget represented an increase of £17.4m on the previous year, funded by a combination of increased government grant, council tax and reserves.

Financial headlines 2022/23

During the course of the year, I receive regular updates on the performance against the annual budget to ensure that Surrey Police expenditure remains on target. At the end of 2022/23, we had a total underspend of £8.7m which represented 3% of the overall budget. This was mainly due to staffing costs being lower than the budget and additional income.

With an increasingly competitive recruitment market and rising salary expectations, it has been difficult for Surrey Police to recruit suitably qualified staff. This saw police staff vacancies rise to 11% at year end and the resulting salary underspend.

Income was also higher than anticipated due to Police officer participation in a number of national events and rising interest rates.

Outlook for 2023/24

Over the last few years there has been an expectation from Government that local taxpayers will contribute more to local policing.

Surrey is in the unenviable position of having the lowest proportion of costs funded by government grant – at just 45% – and subsequently the highest from council tax.

Looking forward the financial challenges do not look to be getting any easier with savings of at least £15.7m required in the four years to 2026/27. This is in addition to the £83m of savings already delivered over the last ten years.

The need to continually make savings to balance the budget has driven a relentless drive to deliver greater value for money and efficiencies. Examples of initiatives being undertaken during the year ahead are as follows:

- ▶ A continued roll out of equipment in the form of laptops and phones will enable remote working for officers and staff. This enables officers to do a lot of their reporting without the need to return to the office, reducing the need for office space and associated costs.
- ▶ Telematics are being fitted to vehicles so that journeys can be tracked and the resulting data used to ensure most the efficient utilisation of the fleet.
- ▶ ICT improvements are underway to upgrade legacy software, enabling more efficient working and improvements to the service provided to residents.
- ▶ A project is in place to reduce energy use in buildings and officers are being encouraged to used bunkered rather than commercial fuel.
- ▶ Work is continuing on development of the new Surrey Police headquarters, which should realise significant savings in operating costs and reduced emissions and improve efficiency.
- ▶ People Services is being restructured to realise efficiencies in processes and staffing.
- ▶ Centralising procurement is in place to ensure that all expenditure is adequately scrutinised and considered within the context of wider organisational priorities.
- ▶ A stock control system has been introduced for uniforms so as to reduce waste and holding costs
- ▶ Better support is being provided to new recruits to reduce the number of individuals who leave during training and shortly after deployment.
- ▶ We are working with other forces through Blue Light commercial to leverage better prices in areas such as temporary staff, vehicles and ICT.

Surrey Police overview

His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses the effectiveness and efficiency of police forces and fire & rescue services.

As Police & Crime Commissioner, I provide a response to all HMICFRS inspections relating to Surrey Police, and these can be viewed on our Data Hub, along with the original report and any recommendations at <https://data.surrey-pcc.gov.uk/inspections.php?nav=inspections&data=police>

Outstanding <ul style="list-style-type: none"> ▶ Preventing Crime 	Good <ul style="list-style-type: none"> ▶ Investigating Crime ▶ Treatment of the public ▶ Protecting vulnerable people 	Adequate <ul style="list-style-type: none"> ▶ Responding to the public ▶ Developing a positive workplace ▶ Good use of resources
Requires Improvement <ul style="list-style-type: none"> ▶ Managing Offenders 	Inadequate	

Outcomes of the police effectiveness, efficiency and legitimacy inspection of Surrey Police carried out by HMICFRS during 2022

Key challenges ahead

As outlined earlier, it is vital that our significant investment in police officer numbers is not undermined by high levels of attrition amongst new recruits, or the vital police staff that work closely with our officers in fulfilment of their duties.

One of the greatest challenges facing Surrey in 2023 will be retaining good staff and officers whilst ensuring that our Vetting and Professional Standards teams can effectively root out those that do not uphold the high standards we expect. Any new nationally imposed vetting requirements have the potential to greatly impact on our already stretched Vetting team, but it is vital that Surrey Police maintains the trust of the public. In recognition of this, my office has significantly increased oversight of the Professional Standards Department (PSD), allowing us greater access to key data to support detailed discussions with the Chief Constable.

Like many public bodies, the lack of historic investment in technology has the potential to stifle our ambitions, particularly as we move to more agile working practices and a greater use of data to inform operational policing. Ongoing rationalisation of our IT systems, the phasing out of antiquated software and improvements to our underlying infrastructure are of vital importance.

Our Digital Data and Technology Team are working hard to address these issues, and we have seen a reduction

in the number, frequency and duration of critical IT incidents, plus better governance around prioritisation of IT programmes.

League tables published by the Home Office during 2022 demonstrated that Surrey Police is one of the best forces at quickly answering 999 calls, but staff shortages in the Contact Centre and the necessary prioritisation of emergency calls have sadly resulted in a decline in 101 call-answering performance. A Contact and Deployment Gold Group has been established to oversee this issue, and additional agency staff and officers on overtime have been brought in to assist with crime recording and wider administrative tasks. The Force is also exploring changes to processes and technology to provide alternative forms of contact for non-emergency issues and, in late 2022, I launched a public survey asking for residents' views on how we can better handle non-emergency calls. This data is being shared with the Force to support their work.

Naturally, being able to get hold of the police when you need them is a key concern of residents, and they must have faith that our contact mechanisms are operating effectively. More widely, the Force needs to ensure that it is consistently maintaining compliance with the revised Victims Code of Practice and that victims are properly supported during their journey through the criminal justice system.

Engagement

When I was elected in May 2021, I promised to keep the views of residents at the heart of my plans for policing in Surrey.

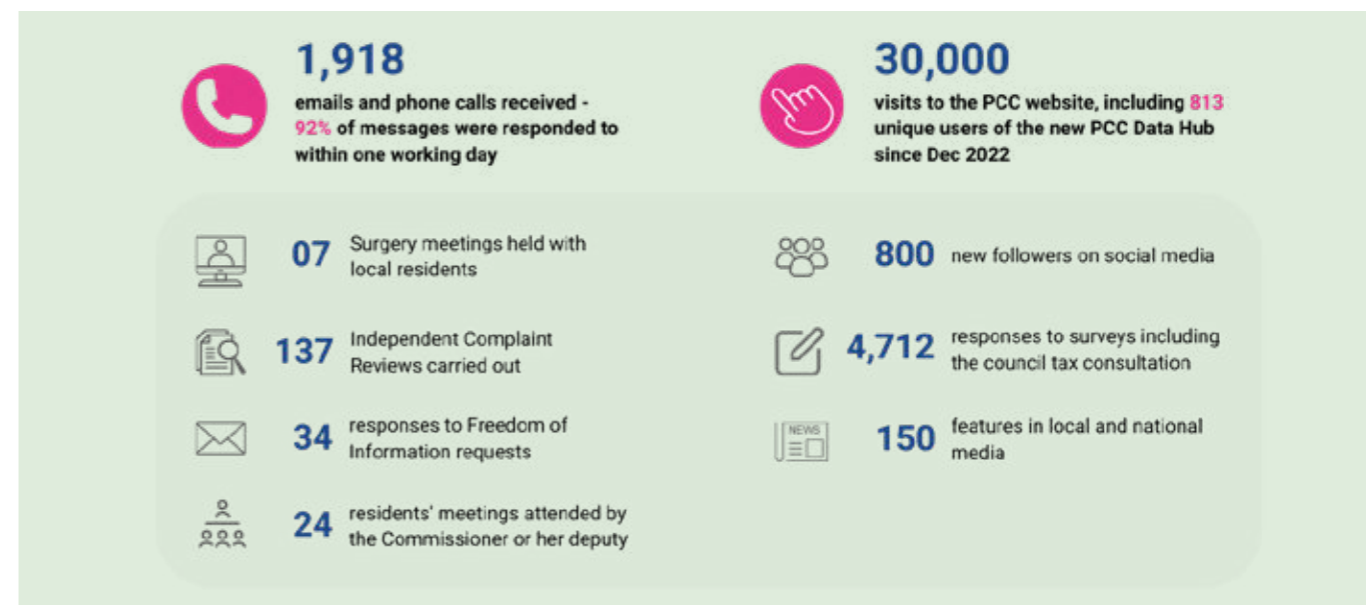
Over the last year, I've been out and about in our communities to hear your views and concerns in local meetings and through my regular surgery sessions available to residents. My Deputy Commissioner and I have engaged with a wide variety of partners, the public and members of Surrey Police on the beat and during special operations, at events and training days, at clubs, in prisons, on farms and in a variety of other places too.

During the winter, I consulted with you again on the amount that you would be prepared to pay from your council tax to support Surrey Police – receiving over 3,000 responses and 1,600 comments that will continue to shape the service you receive. Earlier in the year, my office also supported the consultation by Surrey Police on 101 performance.

My team have continued to update people with my latest news, attracting many new followers on social media and introducing a brand-new newsletter that includes more information on what my office has been up to each month.

I've been regularly featured by local and national media, speaking on the key issues that affect our communities such as trust in policing, violence against women and girls and the policing of protests that have used illegal means to disrupt everyday life.

My team has also worked hard to make the information about my role and the work of the office easier to find and understand, with a complete redesign of the website. Created to be more accessible, the website can now be translated into over 200 languages and adjusted for a variety of needs.





Volunteering

Our vibrant volunteering programme includes members of Surrey's communities from diverse backgrounds who collectively offer their valuable knowledge, skills, and experience to the Force and my office.

Young people can join the policing family from as young as 13 as a volunteer police cadet, from the age of 16 as a police support volunteer and the age of 18 as a special constable (or volunteer police officer). With no upper age limit for volunteering, many of the Force's volunteers have a long service history and their commitment and contribution are hugely valued.

ICV Scheme

Our Independent Custody Visitors (ICVs) have continued to provide an essential service in the county over the last year by giving up their time to check on the welfare and treatment of people held in custody.

Currently 38 Surrey residents are involved in the ICV scheme, and during 2022/23 they volunteered over 404 hours of their time visiting custody on 172 separate occasions.

During these random visits, the ICVs directly checked on the welfare of 725 detainees, ensuring their rights and entitlements (as laid out in law) were being met and that the conditions in which they were held were satisfactory.

During 2022/23, over 92% of all visits witnessed either very minor or no issues requiring further action. Minor issues can include finding an out-of-date food item in a cupboard or slight disorganisation of a store cupboard.

The more serious 8% of issues raised by ICV volunteers related to challenges custody suites have faced due to staffing shortages, and these have subsequently been thoroughly followed up by Surrey Police to put in place improved custody management processes.

The management and oversight of the scheme is a statutory responsibility of my office, and our ICVs are entirely independent from the police and come from a variety of backgrounds and sections of the community.

Throughout the year we welcome applications from anyone interested in volunteering for this scheme who is over the age of 18 and lives, studies or works in Surrey.

For more information please visit:

<https://www.surrey-pcc.gov.uk/performance/independent-custody-visiting/>

Special Constables (volunteer police officers)

The Special Constabulary has continued to provide crucial support to policing teams across Surrey over the last year. Surrey's special constables collectively volunteered over 42,000 hours in 2022/23. Most special constables are integrated within Neighbourhood Policing Teams and Safer Neighbourhood Teams, providing valuable support to help ensure their communities are safe and feel safe. In addition to these core roles, special constables also volunteer in specialist areas such as roads policing, drone piloting, public order and professional standards.

Police Support Volunteers

Police Support Volunteers can be found within policing teams across the county and the Force continues to develop new opportunities. During the last year, Surrey Police has welcomed new volunteers into roles including vehicle maintenance, safer neighbourhoods,

fraud prevention, chaplaincy and the newly formed Ethics Committee. The Community Events Team of volunteers continues to provide a police presence at events across Surrey, providing positive engagement with communities.

Volunteer Police Cadets

Surrey's Volunteer Police Cadet Scheme offers young people a safe environment in which they can learn new skills, develop positive relationships with the police and actively support their community. Young people from any background are welcomed into the scheme, including those who may have previously been in trouble with the police or may feel disconnected from their peers or community.

Cadets commit to a programme of learning and volunteering activity within their communities. Over the last year, Cadets have supported charity, community and policing events across the county and have continued to support police-led test purchase operations by attempting to purchase age-restricted items such as knives and alcohol.

Work experience

Over the last year, the Force has offered short-term volunteering options such as work experience and placements which provide a unique insight into policing. Due to the popularity and success of these opportunities, they will be integrated into the Force's volunteering programme in the future.



Strategic Policing Requirement

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threat to public safety and must be given due regard by Police and Crime Commissioners when issuing or varying Police and Crime Plans.

It supports Commissioners as well as Chief Constables to plan, prepare and respond to these threats by clearly linking the local response to the national, highlighting the capabilities and partnerships that policing needs to ensure it can fulfil its national responsibilities.

A revised version of the Requirement was published in February 2023, which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats.

The 2023 Strategic Policing Requirement sets out seven identified national threats. These are as follows:

- ▶ Violence against women and girls (VAWG)
- ▶ Terrorism
- ▶ Serious and organised crime
- ▶ National cyber incidents
- ▶ Child sexual abuse
- ▶ Public disorder
- ▶ Civil emergencies

These remain from the 2015 version with the addition in 2023 of violence against women and girls, reflecting the threat it presents to public safety and confidence.

Given this annual report is for the year April 2022 to March 2023, I have not responded in detail to the revised SPR due to the timing of its publication. However, as Police and Crime Commissioner, I am confident I have given due regard to the six threat areas identified in the previous SPR in my Police and Crime Plan, and in my role holding my Chief Constable to account. Violence against women and girls, while not previously contained in the SPR, is nonetheless a key focus of my Police and Crime Plan and has been given significant attention during 2022/23.



Find out more

If you have any comments about this report or would like to know more about the work of the Commissioner, please contact us using the details on the back cover or by scanning the QR code below.



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To sign up to the Surrey Police In the Know community message system, visit <https://intheknow.community>

For police news, crime prevention advice, help for victims of crime and ways to contact Surrey Police please visit <https://surrey.police.uk>

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 <https://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 send a text on 07967 987249 or 999 (register at emergencysms.org.uk).

To report crime anonymously - call Crimestoppers on 0800 555 111