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7 July 2026

Sent via Email.

Dear Commissioner,

RE: Police and Crime Commissioner for Surrey Annual Report 2025–26

Thank you for meeting with the Surrey Police and Crime Panel on 25 June 2026 to discuss your Annual Report. The Panel appreciated the opportunity to reflect on the successes and challenges of the past year and found the discussion both useful and informative. We agreed following the meeting to provide any specific comments or recommendations on the Report in writing.

During the discussion, Members considered the extent to which the Report demonstrates outcomes and impact, as well as activity. In particular, Members questioned how some of the activity described translates into **measurable improvements in outcomes** for Surrey residents, especially in relation to public confidence in policing and victim satisfaction. While reference was made during the discussion to performance information available through the OPCC Data Hub (noting the QR codes links in the Report), the Panel considered that this and future Annual Reports could usefully include more headline performance measures and trend data within the report itself, alongside information demonstrating how residents engage with the Data Hub. The panel is particularly keen to understand the statistics relating to resident access of the OPCC Data Hub, and what we as members can do to ensure wider take up (if needed).

There was a detailed discussion on improvements in **public confidence in policing**. The Panel felt it would be helpful for the report to include reflection on key public confidence measures, including levels of victim satisfaction and whether residents feel the police are there when needed, are addressing local concerns, and are helping people feel safe in their communities. Members noted your reference to the Office for National Statistics measure of public confidence in policing, under which Surrey records a score of 53.6%, placing the Force in the top third nationally, as well as the Deputy Chief Constable's acknowledgement that, while good progress has been made - with overwhelmingly positive feedback received from communities regarding recent policing initiatives and engagement activity - this is not where Surrey aspires to be, with more

still to be done. Including this context within the Annual Report would help provide a clearer picture of both performance and progress over the reporting period.

There was a valuable discussion regarding the areas that you considered to be the most **significant achievements** of the year. You might wish to place greater emphasis on these achievements upfront in your report, particularly positive outcomes delivered through commissioned victim support services, early intervention work with young people, and partnership working with the voluntary and community sector given the meaningful impact these services have on communities and residents. Members also felt that additional reference to emerging challenges during the reporting period, including increases in hate crime, shoplifting, theft of building materials and wider community tensions, would help provide a fuller picture of the policing and community safety landscape in Surrey. As a critical friend to the OPCC, we want to ensure that we can support with messaging in a constructive and balanced manner.

The Panel also discussed whether the recent **PEEL inspection** should be referenced within the Annual Report, particularly the findings relating to crime investigation and investigative capacity and charge rates. Whilst recognising that the publication of the inspection findings and the Force's formal response fall outside the reporting period covered by the Report, Members considered that it would be helpful, in presenting a comprehensive picture of performance during the year, to acknowledge that an HMICFRS inspection was undertaken during this period which identified areas requiring improvement and that a formal response would be forthcoming. We recommend the recent PEEL inspection is explicitly referenced and linked at Section 7 (Surrey Police Overview) and note that at the time of writing, the latest PEEL inspection report is not yet available on the Surrey Police Inspection section of the OPCC website which is linked in the Annual Report. Could this be rectified?

We discussed the uncertainties arising from **Local Government Reorganisation and the planned abolition of Police and Crime Commissioners**, particularly the risk to continuity and funding for commissioned services, and the continued lack of clarity from central government on future arrangements. The Panel wishes to reiterate its full support for your efforts to secure future funding and influence national decision-makers on these matters to protect Surrey residents' interests. We suggest the report is an opportunity to highlight the risk of funding being withdrawn from Services after Vesting Day.

On behalf of the Panel, I would like to thank you once again for attending the meeting and for the open and constructive discussion. I would also be grateful if you could pass on the Panel's thanks to the Deputy Chief Constable for his attendance and for his informative and insightful contributions throughout the session.

Yours sincerely



Cllr Richard Wilson
Chair of the Surrey Police and Crime Panel