

Annual Report 2023-2024



OFFICE OF THE POLICE &
CRIME COMMISSIONER FOR
SURREY



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▶ Introduction

Welcome to the Annual Report for 2023/24, which brings to a close my initial three-year term as your Police and Crime Commissioner.

It's been another really important 12 months for our brilliant officers, staff and volunteers with a number of key events and milestones which I believe will shape how we police this county for years to come.

At the time of writing this report, we have just had the Police and Crime Commissioner election across Surrey and I was delighted and honoured to be voted in by Surrey residents for another four years.

I want to use my second term to build on recent improvements in Surrey Police and give my full support to a 'back to basics' policing approach in the county.

The Force now has more officers than ever before, and under the leadership of our new Chief Constable Tim De Meyer, they are concentrating on combating those crimes that matter most to the Surrey public.

Since joining us in April 2023, Tim has wasted no time in outlining his vision for the Force – known as 'Our Plan' – which sets out the approach he wants our policing teams to take.

This means a renewed focus on tackling anti-social behaviour, cracking down on shoplifting gangs, drug dealers and burglars in our communities and taking the most dangerous and persistent offenders off our streets.

Representing the views of our residents on how we police the county is the single most important part of my role as Commissioner. Over the autumn and winter months, we held a series of 'Policing Your Community' events in every borough in the county hosted by Tim, myself and the Borough Commander for each area.

These were both in person and online so there were 22 in total and they were incredibly useful in hearing what our residents thought about policing where they live and what they want to see from their police force.

As well as giving people the chance to ask their questions and tell us about their experiences, it was also an opportunity for the Chief Constable to explain his policing plans.

I think they were really well received and demonstrated that we are heading in the right direction by concentrating on what policing does best – fighting crime and protecting people.

The main thing that I took away from our community events is that more than anything – the public want police to be there for them when they need them. This has been on my mind more than anything in recent months following our inspection report by His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in December. We knew long before the report was published that there were times last year when residents calling 999 and 101 were not always getting the service they deserved, and this was a situation that urgently needed to be addressed.

So, I was delighted to see that by February this year, the performance data for both 999 and 101 call answering times had not only improved – they were the best on record.

This was not a one-off or a quick fix – we have seen these improvements sustained over the last six months which has been an incredible turnaround. I know how hard Surrey Police officers and staff have worked to improve the situation and the results have been truly amazing. We must now ensure that performance is maintained.

Another really important milestone reached over the last year is the roll-out of ‘Right Care, Right Person’ in Surrey which I have been very vocal in supporting.

This is a new partnership approach to ensure those suffering a mental health crisis are seen by the best person to support them. In most cases, this will be a medical professional not a police officer.

At the same time, I believe this will reduce the overwhelming demand such incidents place on our already stretched police service, including our contact centre staff.

I think the public would be astonished at the level of demand policing faces from mental health related calls and incidents.

Surrey figures show that fewer than one in five calls is about an actual crime while in August our officers spent more than 700 hours with people in mental health crisis – the highest number of hours ever recorded in a single month.

I truly believe that ‘Right Care, Right Person’ will be transformational for how we police our county and will free up our officers’ time to focus on those issues that matter to our residents.

Whilst policing nationally has been through a tough period, I believe Surrey Police is in good hands and can look forward to a bright future ahead. Tim’s plan is ambitious and asks a lot of our police teams, but it is already paying dividends for our residents.

I would like to thank everyone who has been in contact with me and my hard-working team over the last year. I am keen to hear from as many people as possible about their views on policing in Surrey so please do keep getting in touch.

Each month I publish a newsletter for residents which provides key updates on what my office has been doing. If you want to join the growing number of people that are signing up to it – please visit: surrey-pcc.gov.uk/newsletter/

My continued thanks go to all those who work for Surrey Police for their efforts and achievements in keeping our communities safe during 2023/24.

I would also like to thank 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.

Those who work in policing are some of the most passionate, dedicated, resilient and hard-working people who genuinely care about the service they provide for the Surrey public. They don’t often get enough credit for the phenomenal job they do day in, day out to protect the Surrey public.

Surrey is fantastic place to live and one of the safest counties in the country. I want to keep it that way and I look forward to working with the Chief Constable over the coming year to ensure that tackling those issues that matter most to residents remains at the heart of policing our county.



Lisa Townsend

Police and Crime Commissioner for Surrey

▶ Year-in-brief

April

Commissioner Lisa Townsend welcomes Chief Constable Tim De Meyer on his first day in post, as Surrey Police exceeds the Government's target for recruitment with over 300 extra police officers since 2019.



May

The Commissioner secures £2m in funding for a new domestic abuse programme while calling for change in the way that mental health incidents are responded to by police forces in England in Wales.



June

The Commissioner praises the policing operation at the Epsom Derby as Deputy Commissioner Ellie Vesey-Thompson and the team take part in Amber Foundation's 'Hike the Hill' challenge to support young homeless people.



October

The Commissioner's office secures new funding for community safety improvements in Guildford, Redhill and Walton-on-Thames. The Commissioner and Chief Constable launch a new series of 'Policing your Community' events across Surrey.



November

The Commissioner joins meetings with retailers as a fresh focus is placed on tackling shoplifting in Surrey and the Independent Custody Visiting (ICV) Scheme run by her office receives national recognition.



December

The Commissioner says Surrey Police are making good progress to improve contact with the Force as the latest inspection report from HMICFRS is published ahead of her annual council tax survey to Surrey residents.



July

The Commissioner welcomes the announcement of a new national approach to responding to mental health incidents ahead of the first Surrey Youth Commission Conference delivered by young people and her Deputy Commissioner.



August

The Commissioner welcomed the latest report on Independent Custody Visiting in Surrey after volunteers gave over 400 hours to visit custody suites in 2023/24. Deputy PCC Ellie Vesey-Thompson joined Ahmadiyya Muslims celebrating Jalsa Salana.



September

The Deputy Commissioner meets with partners to raise awareness of organised rural crime while the Commissioner hears some of the worst excuses for speeding when she joins the Surrey Police vulnerable road users campaign.



January

The Commissioner joins road policing officers on the anniversary of the Vanguard road safety team, part funded by her office.



February

The Commissioner vows that Surrey Police officers and staff will have the tools they need to take the fight to criminals, as her proposed police budget is accepted. The Deputy Commissioner backs the call for tighter legislation on the sale of catapults after swans are targeted across the county.



March

The Commissioner hails record answering times for 101 and 999 calls following improvements, as Surrey Police receives £1m funding for a crack-down on anti-social behaviour and violence hotspots across the county.



► Progress against the Police & Crime Plan

Priority 1: Reducing violence against women and girls

As the 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 awful crimes receive the best possible assistance and support.

Key achievements during 2023/24:

- **£2m in government funding for a new Domestic Abuse Hub in Surrey:** A major project to tackle domestic abuse and stalking was given the green light following my office making a successful bid to the Home Office Domestic Abuse Perpetrator Fund.

The funding has established the Surrey Steps to Change Hub, a safe space where individuals can benefit from localised, specialist support to increase survivor safety and reduce harm from perpetrators of domestic abuse and stalking. The hub brings together 'navigators' from expert local services who work collaboratively to discuss cases and provide appropriate support. Programmes on offer include interventions for domestic abuse perpetrators to work towards positive behaviour change and to develop respectful, non-abusive relationships, as well as a specialist intervention for people who have obsessive and controlling behaviours which manifest in stalking. There is integrated support for survivors and also specially tailored support for children and adolescents using harmful behaviours in their close relationships.

- **Working with partners to create a shared commitment to victims in Surrey:** Funding local services is a key part of my role and

during 2023/24 violence and domestic abuse, awareness campaigns, specialist support for children and young people, and much more.

In November, I was honoured to welcome many of these vital service providers to join me at Surrey Police HQ, where we came together to discuss improvements to the care that victims of crime receive. The event was the first time that most of the chief executives and advisors from victim services in Surrey had come together in-person since the Covid-19 pandemic.

During the day they worked with members of my office to explore the challenges and opportunities that they face when supporting individuals, and how both the OPCC and wider agencies can better support their work. We will be using this invaluable feedback to support development of my new Police and Crime Plan for 2025-28 and ongoing work with Surrey Police.

- **Supporting convictions for serious sexual offences:** Every police force in England and Wales has now signed up to Operation Soteria, a joint policing and prosecutions programme. This Home Office funded initiative aims to develop new operating models for the investigation and prosecution of rape in a bid to double the number of cases reaching court.

In July I was pleased to host Edward Argar, the Minister for Victims and Sentencing, to discuss the implementation of Op Soteria in Surrey. During his visit to Guildford, he joined a tour of Surrey's Rape and Sexual Abuse Support Centre (RASASC) to learn more about the work that is currently being done to support survivors locally.

It's vital that this work is both transformative and sustainable, and both the Chief and I accept that such a change takes time. However, we are moving at pace and the end of year data for Serious Sexual Offences in Surrey demonstrates a positive trend.

Surrey's Chief Constable has also ensured that improving support to victims of violence against women and girls and increasing our solved outcome rate is front and centre of his new Force strategy.

- ▶ **Working with schools to develop healthier and respectful behaviours:** I was thrilled to support the introduction of the new Safer Communities Programme, which is aimed at enhancing community safety education for Year Six pupils, aged 10 to 11, in Surrey's schools. This initiative is part of the Personal, Social, Health and Economic (PSHE) education that students receive to stay healthy and prepare for their futures.

Developed in collaboration between Surrey County Council, Surrey Police and Surrey Fire and Rescue Service, the programme includes innovative digital resources designed to educate young people on crucial themes such as personal and community safety, physical and mental health, and the principles of being a conscientious community member.

The materials, which have been shaped by feedback from young people and educators over the past year, cover vital skills such as asserting their right to say 'no', understanding healthy relationships and knowing how to act in an emergency.

My office, in close collaboration with the Council and our partners, has focused this project on enhancing the support available to teachers, directly reflecting the voices and needs of the

young people and educators it is designed to benefit. It is my hope that these resources will provide memorable and impactful lessons that not only build healthy relationships and decision-making skills, but also reduce vulnerabilities that criminals may exploit, reinforcing the message that support is available whenever it is needed.

- ▶ **Better support to victims of domestic abuse in rural communities:** Recognising that crime can impact on different communities in different ways, we have commissioned a dedicated Rural Independent Domestic Violence Advisor (IDVA) to support victims who may face unique challenges due to their geographic isolation. This advisor provides tailored assistance, ensuring that victims have access to critical resources, safety planning, and emotional support regardless of their location. Our aim is to bridge the gap in services between urban and rural areas, ensuring that all victims of domestic abuse receive the help they need to reclaim their lives and move forward in safety and confidence.

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





Priority 2: Protecting people from harm in Surrey

Crime and fear of crime can have a long-lasting detrimental impact on a person's health and wellbeing. I am therefore committed to doing everything possible to protect children and adults from harm, placing a firm focus on understanding the experiences of victims and practitioners, listening to their voices and ensuring that feedback is acted upon.

Key achievements during 2023/24:

► **£1m in government funding secured for projects to improve safety in three Surrey towns:** In October, I was pleased to announce that my team had secured nearly £1 million from the Government's Safer Streets Fund to enhance public safety and tackle anti-social behaviour in Walton, Redhill, and Guildford. In close collaboration with Surrey Police and councils, we were able to allocate £462,924 during 2023/24, with us providing match-funding of £556,301. During 2024/25 we will allocate a further £352,986, with £306,498 in match funding. A total commitment of almost £1.7 million.

This money has been used for a range of projects including increased CCTV coverage, youth outreach programs and security improvements in key areas. In Redhill and Guildford, efforts have focused heavily on reducing violence and enhancing town centre safety, ensuring that all residents – especially women and girls – can feel safe.

► **Delivery of the Serious Violence Duty: The Serious Violence Duty** is a key part of the government's programme of work to collaborate and plan to prevent and reduce serious violence – taking a multi-agency approach to understand the causes and consequences of serious violence, focusing on prevention and early intervention, and informed by evidence. The Duty compels the police, probation and youth justice teams, fire and rescue, integrated care boards and local authorities to collaborate and communicate to deliver a local needs assessment and strategy to reduce violence in their area.

My team is the lead convener for the local partnership and has been working during

2023/24 to support the preparation, publication, and implementation of the Serious Violence Reduction Strategy, including oversight and performance monitoring of delivery plans and expenditure.

A Serious Violence Reduction Partnership has been formed and I have seconded an experienced member of staff to the role of Serious Violence Programme Lead. This role has led the assessment and analysis of local need, development of the partnership's strategy and commissioning of interventions. During the 2023/24 financial year, interventions included targeted support for children and young people in custody, outreach services to support victims of 'cuckooing' and night-time economy projects to tackle violence against women and girls.



► **Million-pound crackdown on anti-social behaviour:** In addition to the funding we have secured for community safety initiatives and ongoing work to support the reduction of serious violence, we have also received £1m in additional funding from the Home Office to help us tackle anti-social behaviour (ASB) and violent hotspots.

The funding will be instrumental in enhancing police presence and visibility across Surrey, particularly in areas where violence and ASB have been identified as significant issues. This boost will enable us to enforce measures such as stop and search, public space protection orders and closure notices.

This initiative is part of a larger £66 million government package set to commence in April 2024, following successful trials in counties like Essex and Lancashire, where ASB was reduced by up to 50%. Despite the low levels of neighbourhood crime in Surrey, the concerns raised by residents at our recent 'Policing your Community' events have been clear – ASB, burglary, and drug dealing remain top priorities



for our residents. These issues were also highlighted in the 1,600 comments we received through our Council tax survey, with over half of the respondents marking ASB as a critical area of focus for Surrey Police in 2024.

In response, this February I set the council tax rate that will help fund our police for the coming year, supporting the Chief Constable's plan to address the concerns most pressing to our residents, improve crime outcomes, and dismantle the networks of drug dealers and shoplifting gangs.

► **Cracking down on drug gangs:** In my recent 'Policing Your Community' roadshow, which involved in-person and online events across Surrey's 11 boroughs, residents consistently

highlighted drugs and drug-related crime as a critical concern. This issue was also identified as a top priority in our latest council tax survey, with many people urging Surrey Police to focus on it in the upcoming year.

These comments have been taken on board and in March I joined proactive patrols and early morning raids targeting suspected drug dealers in areas of Spelthorne and Elmbridge. These operations, which involved covert officers and specialised units like the Child Exploitation and Missing Unit, resulted in 21 arrests and the seizure of substances such as cocaine, cannabis and crystal methamphetamine. Surrey Police also confiscated over £30,000 in cash and numerous mobile phones suspected of being used in drug transactions.

Our efforts to combat county lines criminality are ongoing, and these operations are crucial in disrupting these networks that exploit vulnerable individuals. We are also engaging with the community, raising awareness at schools, local businesses, and through public outreach initiatives. I am committed to continuing these efforts and urge everyone in Surrey to report any suspicious activities or instances of exploitation they witness. Together, we can work to eliminate this threat from our communities.

► **Advocating for change on Surrey's mental health response:** February 2023 saw officers spend a record 515 hours on incidents relating to mental health – the highest number of hours ever recorded in a single month by the Force.

As the national lead for mental health and custody for the Association of Police and Crime Commissioners (APCC) during 2023/24, I have been in ongoing discussions with local health partners, Surrey Police and the National Police Chiefs' Council to advocate the 'Right Care, Right Person' model in order to reduce the burden being placed on policing. Ultimately, the model recognises that police officers often cannot provide the level of specialist medical care or support required by those seeking help for their mental health and seeks to ensure these individuals have access to the right expert or agency.



Following the national partnership agreement signed by key stakeholders from across the police and healthcare system, I am pleased to confirm that 'Right Care, Right Person' will be rolled out in a phased approach in Surrey from April 2024. The model will be used to triage incoming 999 calls and decide on an appropriate course of action, including whether to deploy police officers.

Surrey Police has worked closely with local NHS Trusts, the ambulance service, and social care teams to plan, test and implement this model. We will continue to collaborate as we evaluate its success.

I firmly believe that implementing 'Right Care, Right Person' is the correct course of action to help our communities get the high standards of care they deserve, by the most appropriate agency or professional.

To be clear, applying 'Right Care, Right Person' will not mean withdrawing from all welfare or mental health related calls for adults, and there will be many cases where deploying a police officer is the right thing to do. This includes where there is a threat to life, a policing purpose or a clear need for an urgent response. However, police resources should only be used when there is a clear need to do so.

► **Southeast Partnership Against Rural Crime:**

In early 2024, Kent, Surrey, Sussex, Hampshire and Isle of Wight, and Thames Valley police

forces formed the Southeast Partnership Against Rural Crime (SEPARC).

The Partnership aims to protect rural communities by sharing intelligence and specialist skills across borders and through joint operations. SEPARC will bring combined action against agricultural, wildlife, environmental and heritage offences and, following an initial two-week operation in February 2024 to mark the launch, I will be paying close attention to its work in the coming year.

Surrey Police has also made a commitment to visit every National Farmer's Union (NFU) member to help them address concerns about crime and during 2023/24 I committed some staff resource from my office to support the work of the Rural Crime Network.

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

data.surrey-pcc.gov.uk/priority_two.php?nav=plan&data=pcc&plan=2&sub=1



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, anti-social behaviour and will have a positive impact on victim outcomes.

Key achievements during 2023/24:

► **Record-setting emergency and non-emergency answering times:** In March I was delighted to report a significant improvement in Surrey Police's responsiveness to 101 and 999 calls. This year, we have witnessed a record-setting enhancement in how quickly our contact centre staff answers both emergency and non-emergency calls. At the time of writing this report, the latest figures from February highlight that 97.8% of 999 calls were answered within the national target of 10 seconds. Similarly, the average response time for the non-emergency

101 number has decreased dramatically to just 36 seconds.

Following recognition that there had been a decline in performance in early 2023, we have implemented strategic measures to enhance our service delivery. I have personally spent time with our call handlers in the Contact Centre, witnessing first-hand their commitment and the challenges they face. Their phenomenal work, despite previous staff shortages, has been crucial in turning around our call response times.

I am confident that with the current measures in place to address both recruitment and retention, we will continue to provide efficient and reliable service to our residents. I continue to have regular meetings with the Contact Centre managers and will also continue to ensure the public have access to the latest 999 and 101 answering time performance data, to provide assurance that we are firmly gripping this issue.

► **Launch of the first-ever Surrey Youth**

Commission: During 2023/24, my office established the Surrey Youth Commission on Policing and Crime, in partnership with charity Leaders Unlocked. The overarching aim of the initiative is to amplify the voices of young people in Surrey to help shape the future of policing.

Made up of young people aged between 14-25yrs old, it plays a key role in ensuring our office and Surrey Police include the priorities of children and young people in policing. The Youth Commission hold meetings and consult widely with children and young people across Surrey and in July, they presented their findings to staff and stakeholders during the first 'BIG Conversation Conference', producing a report that contained their recommendations.

The report focused heavily on substance misuse and exploitation, violence against women and girls, cybercrime, mental health and relationships with the police, and sets out a series of recommendations for both my office and the police on how to better support young people.

The full report can be found on our website: surrey-pcc.gov.uk/funding/surrey-youth-commission/



► **Working with local businesses to tackle shoplifting:**

Like many, I have been deeply troubled by reports of violence and abuse against retail employees, a problem exacerbated by a nation-wide surge in organised shoplifting. I have visited retailers in Oxted, Dorking, and Ewell to hear first-hand how their businesses and staff are being affected and how we can better support them.

Shoplifting is mistakenly seen by some as a victimless crime, but this is far from the truth. The impact on businesses, their employees and communities is profound and distressing. Retail workers, who were pivotal during the Covid pandemic, deserve our utmost support and protection. It is unacceptable that they face such risks simply for performing their duties. This abuse is not just appalling – it's an attack on the values we strive to uphold in our community.

As your Police and Crime Commissioner, I am dedicated to addressing these issues directly with our police force. We are committed to implementing strategies that not only focus on reducing shoplifting but also on dismantling the organised crime networks behind it. A national specialist police team is being formed to tackle shoplifting as a high-harm, cross-border crime. I urge all retailers to continue reporting incidents to ensure that policing resources are directed where they are most needed. We must work together to ensure our communities are safe and that retail crime does not go unchecked.

For further data concerning Surrey Police progress against this priority, please visit: 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 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, anti-social behaviour and will have a positive impact on victim outcomes.

Key achievements during 2023/24:

▶ **Platinum award for our custody visiting scheme:** In November, I was thrilled to announce that our Independent Custody Visiting (ICV) Scheme in Surrey had been nationally recognised, achieving Platinum status for its exceptional work. This recognition is a testament to the dedicated volunteers from our community who make unannounced visits to Surrey Police custody suites to ensure that the rights, wellbeing, and dignity of detainees are upheld.

Over the past year, our volunteers have conducted 172 visits and dedicated more

than 400 hours to monitoring conditions in custody, providing an invaluable independent oversight. They listen to detainees and make recommendations that range from the provision of adequate winter blankets to addressing the needs of those experiencing mental health crises. Their work is crucial in maintaining the integrity and transparency of our custody processes, with their findings continually feeding into a cycle of improvement for Surrey Police and my office.

This highest level of accreditation celebrates not just the excellence of the visiting and volunteer

management, but the significant role volunteers play in safeguarding vulnerable individuals and fostering public trust in policing.

I am immensely proud of every volunteer and our ICV Scheme Manager, Erika Dallinger, for their hard work and dedication. This accolade not only highlights the vital 'behind the scenes' work undertaken by my office but also the strong community spirit that supports it.

► **Tackling police misconduct:** The vast majority of the officers and staff of Surrey Police are professional, selfless, courageous and a credit to the Force. However, it is crucial that members of the public have trust in their police which is why my office undertakes a number of roles in order to help maintain police integrity and provide assurance to the public that incidents of misconduct are dealt with appropriately.

One of my key duties is to facilitate Gross Misconduct Hearings and Police Appeal Tribunals, and my staff work across the region to recruit, train and oversee the appointment of Legally Qualified Advisors and Independent Panel Members. With upcoming changes in legislation and a laser-like focus on ensuring police forces can weed out bad officers, ensuring we have sufficient resources to manage the uplift in misconduct processes has been a big focus for us during 2023, and we have recruited over 18 new individuals to sit on hearings across the region.

My office also works closely with Surrey Police's Professional Standards Department, undertaking both statutory reviews of complaints and dip sampling cases to track themes and to identify potential issues. We have also been working closely with the Force to look at how we can make our misconduct data more transparent, and this is something we will continue to progress in the year ahead.

► **'Policing your Community' roadshow:** The 'Policing Your Community' events took place from 24 October 2023 – 29 January 2024 and offered residents the opportunity to put their questions about local policing to myself, Chief Constable Tim De Meyer and the Inspector responsible for the local policing where they live.

The events took place ahead of the annual council tax contribution, giving residents a chance to learn more about how their money is used both visibly – and behind the scenes – to boost crime fighting across Surrey.

Residents were offered both in-person and online events, with the roadshow visiting every Borough and District. Key issues raised related to police visibility, ASB, speeding and shoplifting. This feedback is being incorporated into both Surrey Police's operational response and the drafting of my new Police & Crime Plan.

► **Open data:** As the Police and Crime Commissioner for Surrey, I believe that residents should have easy access to key data concerning both my office and Surrey Police. That's why my team have developed the Surrey Police Data Hub, a platform designed to provide you with convenient and understandable access to important information.



I recognise that traditional public meetings are not always feasible for everyone due to time constraints and my aim was to create a more accessible solution. Public bodies often publish vast amounts of data to meet statutory requirements, but this information is frequently difficult to locate and interpret. The Data Hub addresses this issue by presenting data in a user-friendly format, ensuring it is both current and comprehensible.

My goal is to offer up-to-date information and make sure residents can easily find out and understand how Surrey Police is performing.



The Data Hub represents a significant step forward in transparency and accessibility, providing an innovative alternative to conventional public engagement methods.

The Hub can be accessed via: data.surrey-pcc.gov.uk

► **Supporting our armed forces:** I am delighted to share that both my office and Surrey Police have recently been awarded the Silver Level status under the Ministry of Defence's Employer Recognition Scheme Award. This accolade underscores our ongoing commitment to supporting serving and former armed forces personnel, along with their families, recognising the substantial contributions they make to our society.

In 2017, the office was one of the first to sign the Armed Forces Covenant, and I am proud to announce that we are now the first in the southeast to achieve silver status. This advancement from our previous bronze status is a testament to our continuous efforts in this area. Many veterans find a second career in

the police service, contributing immensely as officers or staff, and we take pride in supporting their transition and integration.

My Deputy, Ellie Vesey-Thompson, who oversees our work with military personnel and veterans, emphasises the importance of understanding and appreciating the unique experiences of the armed forces community. Ellie's dedication extends to ensuring that we provide supportive and inclusive employment opportunities that leverage their skills and experiences.

For further data concerning Surrey Police progress against this priority, please visit: 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 the Police and Crime Plan.

Key achievements during 2023/24:

► **National role:** In 2023/24 I was appointed as the Association of Police and Crime Commissioner’s (APCC) lead for roads policing and transport, advocating for stricter penalties for those who endanger others while driving, cycling, or using e-scooters. Supported by my Deputy, the role has enabled me to work collaboratively with the British Transport Police and government to elevate transport safety nationwide.

Keeping road users safe is a central component of my Police and Crime Plan. Given that Surrey’s motorways are among the busiest in Europe, the importance of road safety cannot be overstated for our community.

We are fortunate to have dedicated teams such as the Roads Policing Unit and the Vanguard Road Safety Team, whose efforts are crucial in maintaining safety on our roads. However, there remains much to be done to secure safety across all modes of transport throughout the country.

Addressing distracted and dangerous driving is a key focus of my role, as such behaviour poses severe risks on the roads. Although many are compliant, a few reckless individuals continue to flout the laws designed to protect everyone. Moreover, the rise of e-scooters has introduced new challenges in urban areas, with related accidents nearly tripling over a year, according to the latest data from the Department for Transport.

It’s clear we need to intensify our efforts to reduce these risks and ensure safety for all road users.

► **Roads policing research:** Since taking the national lead for roads policing, my office has been working with the APCC to understand how

Commissioners can improve their oversight and support of roads policing.

With funding from the Department for Transport, my team has been undertaking a research project that explores the extent to which PCCs are holding forces to account and to understand potential gaps in oversight. The findings of this research will be used to inform the development of Police and Crime Plans and the development of more robust scrutiny mechanisms.

► **Funding to support new operational initiatives:**

In addition to research, my office has also made a successful bid to the DfT to trial some new tactics and equipment within our road policing teams. Although specifics cannot be shared due to the sensitive nature of the operations, these advancements will play a crucial role in our ongoing efforts to keep our roads safer for everyone. This initiative is a step forward in our commitment to pioneering modern solutions to road safety challenges, ensuring our policing methods remain as effective as possible.

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

data.surrey-pcc.gov.uk/priority_five.php?nav=plan&data=pcc&plan=5&sub=1



Budget summary

Financial context

Prudent Financial management is one of the key foundations of any organisation. As the PCC it is my responsibility to ensure that the Force not only has the resources it needs for the current year but is also financially sustainable beyond. This means that rather than simply taking an expedient decision now, I must weigh this up against the longer-term financial implications of that decision for the Force.

As the PCC I have overall responsibility for the finances of the PCC Group, which comprises both the Force and my office. This includes setting the overall budget for the group and the level of council tax required to pay for it.

In reality, I give almost 99% of the money I receive from Government and residents to the Chief Constable for the delivery of Policing services across the County. Of the remaining 1%, just over half is used by my office to commission services to support victims of crime and community safety initiatives, with the remainder being used to support me in my statutory role which includes scrutiny of the Force, policy development, audit and engagement with residents.

Looking back to 2023/24

During the year I received regular updates on the financial performance of the Force to ensure that Chief Constable's expenditure was in line with the budget I had delegated to him. I also monitored my own office to ensure it remained within its budget.

In February 2023, I approved a revenue budget of £288.5m for the Group. Over 80% of the budget was used on staffing and related costs, with the remainder on supplies and services such as forensics, IT, repairs, fuel, uniforms and vehicles.

As a result of an intensive recruitment campaign, the Force managed to recruit enough officers to meet its Uplift target. However, Police staff roles, which include Police Community Support Officers (PCSOs), still experienced a high level of vacancies as demand within the local employment market showed no sign of easing.

The budget included a revenue contribution to purchase assets, such as vehicles, as these are not funded by government and there were increased costs in areas such as forensics and estates – although this was offset by savings in some supplier contracts. The budget also included a savings requirement of £1.6m which was all successfully delivered in year.

Taking all these things into account, as at 31 March 2024 the Surrey Police Group revenue budget was £0.2m underspent – equivalent to 0.1%.

Capital expenditure for the year was underspent by £7m mainly due to delays in purchasing new vehicles coupled with several estates and transformation projects crossing into the subsequent year.

Looking forward to 2024/25

In February of this year I set a 2024/25 budget of £309.7m, representing an increase of 7% on the previous year.

Two-thirds of the increase was due to pay increases for officers and staff, with the remainder required to cover cost increases due to inflation. Although the government funded some of the increase in costs, there was an expectation that a portion of this would be covered by council taxpayers and so, with regret, I took the decision to increase council tax rather than ask the Force to find additional savings on top of the £3.8m already included within the budget.

The Chief Constable was very clear with me that he needed this additional funding if he was to deliver on his vision for the Force and I will be holding him to account on its delivery during the coming year.



Looking beyond 2024/25

I have a duty to residents to ensure that the Force can continue to provide services to protect them, and for that to happen it has to be financially sustainable. The Medium-Term Financial Forecast (MTFF) 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. The MTFF indicates that savings of over £18m are required over the next four years.

Surrey is looking at several ways to do this, including:

- ▶ Investment in technology to deliver efficiencies in processes – such as cloud storage of video evidence;
- ▶ Working with partners to deliver faster outcomes;
- ▶ Joint procurement with other police forces and public bodies to drive down costs in areas such as uniforms, vehicles and insurance;
- ▶ Tools to allow agile working to reduce the size of our estate and enable staff to work more efficiently from remote locations;
- ▶ Vehicle tracking to optimise use of the fleet;
- ▶ Review of support services to drive efficiencies;
- ▶ Redevelopment of the Mount Browne Headquarters to deliver operating cost savings and a reduced carbon footprint, and to ensure facilities can meet the demands of 21st century policing.

These and other initiatives are unlikely to meet all the savings required, especially as this comes on top of the £86m of savings already delivered over the last 14 years, and so further work is required to identify additional opportunities.

There can also naturally be instances of unplanned expenditure, such as a large operation or national cost increases, which need to be funded. In addition, large capital investments must be spread over several years. For this reason, I hold on behalf of the Force a prudent level of financial reserves, equivalent to around 12% of the annual budget of which two-thirds is earmarked for particular projects.

The level of reserves I hold is lower than most other forces as I have taken the decision that it is preferable to give as much money as possible to delivering frontline services. There is however no legal mechanism for the Force to access money quickly in the event of a one-off major operation or cost increase. Hence if no reserves were held, expenditure would need to be reduced immediately to balance the budget, thereby putting at risk the very services residents and I value the most.

Like most public services Surrey Police does have some financial challenges ahead. However, I have every confidence that with the work the Chief Constable and his team are doing these can be addressed without impacting the frontline.

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▶ Commissioning of local services

One of the primary responsibilities of Police & Crime Commissioners is to fund projects, services and activities designed to enhance community safety, reduce offending, and support victims of crime to cope and recover from their experiences.

During 2023/24 my office distributed over £6.5 million to meet these objectives. A significant part of this funding supported small community charities and organisations, helping us deliver tailored support that meets the needs of Surrey's residents and strengthens local resilience. Although Surrey receives a consistent annual government allocation for these services, my team successfully sought additional funds throughout the year, securing an extra £1.9m to support delivery of local services and projects.

Some of the wider services funded by my office during 2023/24 include:

Victim services

▶ **Victim and Witness Care Unit (VWCU):**

The Surrey Police VWCU helps victims of crime cope and heal from their experience. Advice and support is offered to every victim of crime in Surrey, for as long as they need it. Victims can also call or email to request support from the team any time after a crime has occurred. The professional team can help identify and signpost services that are best suited to a victim's unique situation, all the way to working alongside Surrey Police to ensure they are kept updated with the progress of a case as it progresses through the criminal justice system. The team also has specialist caseworkers working to support victims of fraud and non-intimate stalking, as well as children and young people.

▶ **WiSE Service: What is Sexual Exploitation (WiSE) Project**

Workers deliver targeted interventions to children and young people who are victims of sexual exploitation (or are considered to be at significant risk). WiSE workers provide dedicated emotional support and practical help to help children and young people identify and exit coercive and exploitative relationships.

▶ **Surrey Domestic Abuse Partnership (SDAP):**

The Surrey Domestic Abuse Partnership is a group of independent charities who work together across the whole of Surrey to provide outreach and associated services to anyone who has or is experiencing domestic abuse. Expert staff, including outreach workers, Independent Domestic Violence Advisors and Domestic Abuse Outreach Advocates embedded in Surrey Police teams, all work together to provide a listening ear for victims without judgement, offering support and practical advice to victims as well as support for their children.

▶ **Rape and Sexual Abuse Support Centre (RASASC):**

RASASC work with anyone in Surrey whose life has been affected by rape or sexual abuse, whether recently or in the past. They provide a range of specialist emotional and practical support services, including counselling and Independent Sexual Violence Advisors (ISVAs). ISVAs provide victims with the support and information they need to make informed choices, take control of their situation and rebuild their life. They will explain options relating to healthcare services and the legal process, and support victims to access services.

Reducing reoffending services

- ▶ **The Hope Hub:** The Hope Hub and emergency accommodation service works to reduce rough sleeping and prevent homelessness. Through early intervention the service helps improve and minimise mental health issues, reduce worklessness, and reduce dependency on alcohol and drugs through addiction support. Training, upskilling and volunteering opportunities reduce social isolation and exclusion.
- ▶ **Amber Foundation:** Amber's mission is to transform lives by supporting marginalised young people to move on to sustainable and independent futures that are free from crime. They do this by providing a residential training programme focused on personal development, employability and resettlement skills for homeless, out of work young people aged between 17-30. Amber provides a temporary, safe place to live with up to 30 other young people, and they use their tailored approach that is asset-based and hands on. Based around the principles of restorative practice, their approach seeks to create positive behaviour change through a mix of active participation in the programme, wider community engagement and a focus on residents taking active responsibility for their own decisions.



- ▶ **Changing Futures Bridge the Gap:** The Changing Futures Bridge the Gap service supports people who are experiencing a combination of challenges including mental health issues, substance use, homelessness and domestic abuse. People experiencing multiple disadvantages are often more likely to fall into offending behaviour. Bridge the Gap specialist outreach workers support people's stability and recovery, enabling them to thrive, work to reduce their substance use and motivation to offend.

Community safety services

- ▶ **Mediation and Support Coaching service:** The service supports communities/neighbours and families to challenge anti-social behaviour and develop respect within the community. The Mediation Service provides a process for dealing with these experiences in a way that allows everyone to be heard and to reach a resolution that is realistic and acceptable to all. While mediation requires the agreement of all involved, individuals can receive expert coaching that helps them develop coping strategies. By focusing on more positive aspects of their life, coaching helps them to support their mental and physical wellbeing. The service supports individuals, families and communities to build relationships, communicate more effectively and address issues before they reach a crisis point.
- ▶ **Cuckooing Prevention:** We have co-commissioned with Public Health a vital specialist outreach service to support victims of 'cuckooing' – a term used when someone's house is taken over for criminal activity, including dealing drugs or carrying out sex work. Victims of this predatory and exploitive practice can include people experiencing addiction, mental health issues, or with learning disabilities and can become prisoners in their own home. The service to date has taken nearly 500 referrals as part of countywide efforts to prevent this harm and to deter and disrupt perpetrators in Surrey. The service works alongside people to understand what is needed to best support them, undertaking work to help build their resilience if at risk or being cuckooed. By responding early, we are protecting and safeguarding some of the county's most vulnerable people, helping to prevent the risk property closures and minimising impact on the whole community.
- ▶ **Surrey Women's Support Centre:** This service is aimed at providing therapeutic support for women involved in, or at risk of being involved in the criminal justice system. During therapy, the counsellor addresses many factors recognised as increasing the risk of offending including substance misuse, domestic abuse, mental health related issues and other difficult life experiences.

Children and young people services

► **Music to My Ears:** The Music to My Ears service offers a combination of creative workshops and tailored one-to-one support from a named advisor to help individuals to address the root causes of their vulnerability.

Focusing on early intervention that recognises the family, health and social factors that can lead to exploitation, this project aims to divert young people away from criminal exploitation.

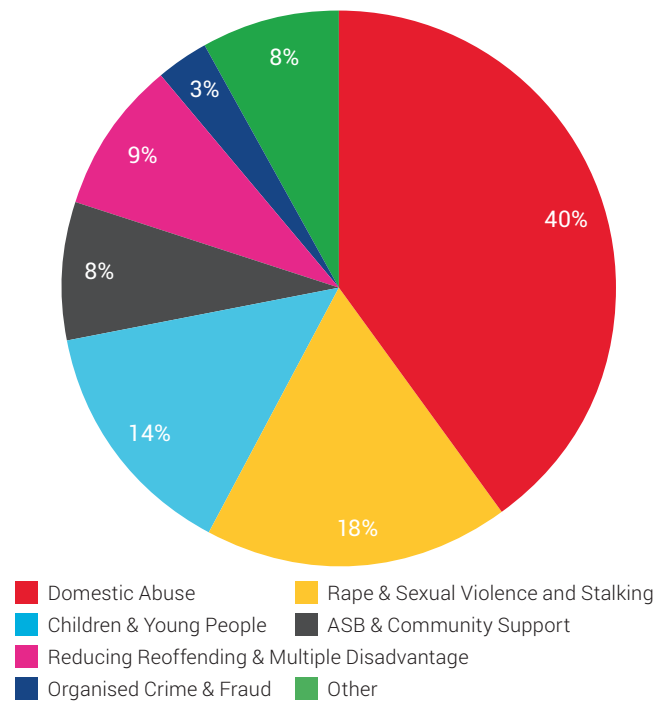


► **The Youth Hideaway:** The Youth Hideaway provides a safe space for young people, where they can meet with their peers, have fun and access robust mental health support. By engaging young people in fun, meaningful activity they are encouraged away from anti-social behaviour. The Youth Hideaway also offers targeted workshops in partnership with schools and other organisations. Examples of these workshops include photography and baking, sign language and managing finances.

As your Commissioner I am committed to ensuring that public funds are used in a manner that is fair, transparent, and efficient. To bolster public confidence in how funding is distributed, we consistently publish live funding data on our website. This transparency allows the public to see where investments are being made and which organisations are receiving funds. Additionally, information on long-term funding trends is available on our Data Hub.

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

Commissioning Spend 2023/24



The table below provides a summary of our various funding streams during 2023/24:

Additional funding secured through competitive bids to government	
Home Office What Works Fund: Preventing Violence Against Women and Girls (VAWG) and Supporting Children	£389,362
Home Office Domestic Abuse Perpetrator Interventions Fund	£991,364
Home Office Safer Streets Round 5	£462,924
DFT Research Funding	£18,000
DFT Operational Funding	£36,000
Grant allocation from central government	
Ministry of Justice (MoJ) Victims Fund 23/24	£1,437,083.67
MoJ additional Independent Sexual Violence Advisor (ISVA)/Independent Domestic Violence Advisor (IDVA) funding	£1,219,050.67
Police and Crime Commissioner Funds	
Reducing Re-offending Fund	£270,000
Community Safety Fund	£383,000
Children and Young People Fund	£275,000
Police & Crime Commissioner's Fund	£530,000

Learn more about our funding for local services at surrey-pcc.gov.uk/funding/our-funding



Surrey Police overview

Surrey Police inspections

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.



Outcomes of the Police Effectiveness, Efficiency and Legitimacy Inspection (PEEL) Inspection of Surrey Police published in 2023:


Good	Adequate	Requires improvement	Inadequate
<ul style="list-style-type: none"> Preventing and deterring crime and ASB, and reducing vulnerability Managing offenders and suspects 	<ul style="list-style-type: none"> Police powers and treating public fairly and respectfully Investigating crime Protecting vulnerable people Leadership and force management 	<ul style="list-style-type: none"> Crime data integrity Building, supporting, and protecting the workforce 	<ul style="list-style-type: none"> Responding to the public

To view all recent HMICFRS inspection reports and my accompanying response please use the following link: data.surrey-pcc.gov.uk/inspections.php?nav=inspections&data=police




What happens on an average day in Surrey Police?


Here are just some of the demands during an average day* for Surrey Police officers and staff:




508
999 calls




606
calls to the 101 non-emergency number




882
digital contacts from website, social media and email




91
emergency responses




36
arrests




138 incidents allocated for investigation




35
thefts




40
cases of anti-social behaviour




10
missing persons



38
incidents related to mental health



14
reports of shoplifting



43
domestic abuse incidents

*based on annual figures 2023 /2024

Engagement

Over the last year, I've continued to hear your views around the county, including in a fresh series of events jointly held in person and online with the Chief Constable and local police teams on the issues that matter to you where you live.

I've also been out with officers in our towns and villages, and met with retailers, local charities and our other partners to understand how we can make Surrey safer together. I've then sat down with the Chief Constable and shared our discussions on the latest performance live, so that you can follow what we're doing on key topics including anti-social behaviour and visible policing.

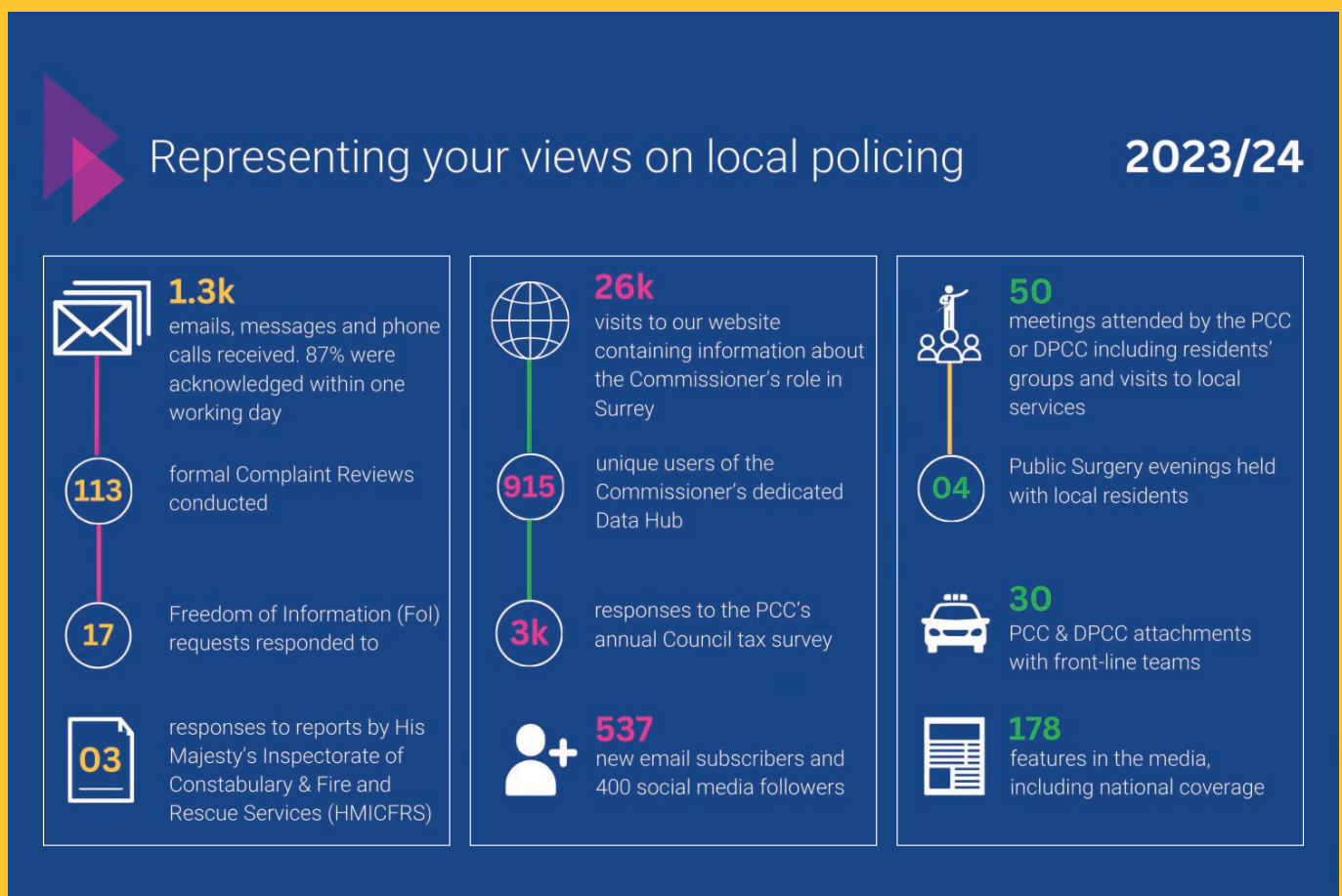
Together with my Deputy PCC, I've attended special events including the Surrey Police Family Day and the Epsom Derby and have accepted interviews and been featured by the local media close to 200 times on issues including violence against women and girls and mental health.

Setting the amount that you pay for policing from your council tax is one of the toughest decisions

I must make, and I am grateful to the 3,000 people who had their say in my survey and left comments that continue to shape the service you receive.

My team have continued to keep residents up to date with the latest news and on social media, posts from my office were watched, clicked or shared close to 50,000 times. Signing up to my regular newsletter is another great way to see the impact we're making.

I want to hear your views on local policing and encourage you to contact me or request a surgery appointment using my website.



▶ 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 OPCC.

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

Independent Custody Visiting (ICV) is a national program mandated by the Home Office and supported by the Independent Custody Visiting Association (ICVA). Specially trained volunteers make random, unannounced visits to police custody suites to check on detainees' welfare and conditions. Police and Crime Commissioners are responsible for overseeing the local implementation of this scheme, ensuring it operates effectively within their jurisdiction.

The primary aim of ICV is to protect detainees and police while providing reassurance to the community. Volunteers from various ICV schemes independently assess detainees' treatment and the conditions of their detention, ensuring transparency and public confidence in police practices. This process allows the police to demonstrate their

commitment to fair and lawful treatment of detainees, aligning with statutory legislation and guidance.

Surrey Police operates three custody suites in Guildford, Staines and Salfords, each with its own panel of ICVs responsible for organising visiting rotas and conducting visits. During these visits, ICVs speak with detainees about their welfare and rights under the Police and Criminal Evidence Act (PACE) and inspect the general condition of the custody facilities. Findings are reported to the OPCC's ICV Manager, who addresses any issues with Surrey Police leaders and keeps the volunteers informed of the outcomes.

During 2023/24 Surrey's ICVs conducted 183 unannounced visits, dedicating approximately 412 hours to monitoring custody, equating to over 900 hours of volunteer time. The average visit duration was 2 hours and 25 minutes, slightly reduced from the previous year, aided by the implementation of electronic reporting systems.

Special constables (volunteer police officers)

Surrey's Special Constabulary plays an important role in protecting people from harm and ensuring people feel safe.

Collectively volunteering over 37,000 hours in 2023/24, our special constables have provided additional frontline policing resource to our Neighbourhood Policing Teams, Safer Neighbourhood Teams and Roads Policing Unit. This year has seen an increase in special

constables tackling rural crime through targeted initiatives and patrols; this additional support has helped our engagement with rural communities.

Special constables have now been integrated into investigative roles within Professional Standards and our Paedophile Online Investigation Team (POLIT). These roles add to existing specialisms such as drone piloting and public order policing, all of which offer additional capacity and resilience to the Force.

Police support volunteers

Over the last year, the Force has welcomed new Police Support Volunteers into areas such as fraud prevention, criminal justice and victim care. As our recruitment of police officers continues, volunteers play an important part in the onboarding and training of police officers through their roles within the Learning and Development Department.

Volunteer police cadets

Now in its eighth year, Surrey's Volunteer Police Cadet Scheme continues to provide a safe environment in which young people from the age of 13 can learn new skills, develop positive relationships with the police and actively support their community.

Cadets enjoy a varied programme of learning and this year has been no exception with first aid training, inputs from policing experts, and visits to custody and court all featuring within the curriculum. Cadets are also offered new experiences; this year has included taking part in the Lord Mayor's Show in London and joining Iftar at the Mubarak Mosque.

Cadets support charity, community and policing events across the county as well as policing operations including leaflet dropping, burglary prevention initiatives and test purchasing where cadets enter premises to buy articles such as knives or alcohol under the supervision of our licensing officers.

Work experience

The Force has established a work experience programme which offers young people from year 10 upwards the opportunity to gain a unique insight into policing. This popular programme aims to provide students with an understanding of the varied roles within policing, including the role of the Office of the Police and Crime Commissioner's Office.



▶ 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 PCCs 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 SPR was published in 2023 which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats. The latest SPR 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

During the course of 2023/24, these themes have been explored as part of my formal scrutiny work programme, including a comprehensive annual update following the publication of the revised Requirement, with a follow-up assessment scheduled for July 2024.

In addition to these formal oversight mechanisms, my team are also members of all key Force Governance Boards, ensuring that we have direct access to information concerning current operational and strategic matters, particularly those that relate to the SPR.

Key aspects of the SPR are also embedded in the Force's refreshed Control Strategy and new vision document (known as "Our Plan"), and these documents will be informing development of my new Police and Crime Plan for 2025-29 – with the aim to combine both concerns of the public whilst reflecting modern policing challenges.

Due to all of the above, I am confident that the Force is giving due regard to the SPR and I will continue to provide oversight in the coming year.



Surrey Police Our Plan



Our Plan is Surrey Police's vision, which will see the Force fight crime and protect people; strive to earn the trust and confidence of all our communities; and be here for everyone who needs us, we put service before self.

What have we been doing?



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 surrey-pcc.gov.uk

You can also write to us at the below address or follow us on our social media channels:

Office of the Police and Crime Commissioner

PO Box 412

Guildford

Surrey

GU3 1BR

      [@surreypcc](#) [@deputypcc](#)

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/> 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**.