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Contact details can be found on the back cover of this document.
Her Majesty's Inspectorate of Constabulary (HMIC) inspects and reports on the efficiency and effectiveness of police forces in England and Wales, as well as specified national police agencies, like the Ministry of Defence Police.

We publish reports on policing matters as varied as anti-social behaviour (ASB), value for money and the August 2011 disorders. We provide authoritative information to allow the public, their elected representatives and forces themselves to compare the performance of their force against others, and our evidence is used to drive improvements in the service provided to the public.

HMIC is independent of government and the police:

- HM Inspectors of Constabulary are appointed by the Crown – they are not employees of the police service or government.
- HM Chief Inspector of Constabulary reports to Parliament on the efficiency and effectiveness of police forces in England and Wales.
- HM Inspectors have powers to seek information from police forces and to access their premises.

We outline our inspection programme in our annual business plan, which is published on the HMIC website following approval from the Home Secretary (in accordance with the Police Reform and Social Responsibility Act 2011).

The HMIC website is also where you can download all the inspection reports and data which we publish (including everything listed in the ‘Find out more’ sections at the bottom of each page in this pack). Go to www.hmic.gov.uk

Find out more

*HMIC Framework and Plan 2012/13; ‘Who we are’ and ‘What we do’ pages on www.hmic.gov.uk*
HMIC employs a mix of staff on a variety of different contractual terms. Some of our staff are permanently employed, some are short-term specialist appointees (HMIC calls these staff ‘Associates’), and others are seconded directly from police forces or other agencies.

We group the 43 Home Office-funded forces into four geographical regions, with a dedicated HM Inspector (HMI) for each one. **The HMI for Surrey is Zoë Billingham.**

**Sir Denis O’Connor CBE, QPM**

Sir Denis O’Connor is **Her Majesty’s Chief Inspector of Constabulary.** Before joining the inspectorate, he was Chief Constable of Surrey between 2000 and 2004. In 1995, Sir Denis was awarded the Queen’s Police Medal and later received a CBE in 2002 for his service to policing. He received a knighthood in 2010 in the Queen’s Birthday Honours.

**Roger Baker QPM – HMI for the Northern Region**

Mr Baker was Deputy Chief Constable in North Yorkshire Police until 2005. He was then Chief Constable of Essex Police until July 2009.

**Zoë Billingham – HMI for the Eastern Region**

Ms Billingham has been a director for community safety at the Audit Commission and a deputy director at the Cabinet Office.

**Stephen Otter QPM – HMI for the National Team**

Mr Otter was Chief Constable of Devon and Cornwall Police from 2007 to March 2012. Before 2007, he was Deputy Chief Constable in Avon and Somerset.

**Dru Sharpling CBE – HMIC for the Wales and Western Region**

Ms Sharpling was the Chief Crown Prosecutor of London with the CPS and an advocate at a city law firm.

Find out more

_HMIC Framework and Plan 2012/13; ‘Who we are’ page on www.hmic.gov.uk_
How we will work with PCCs

The Police Reform and Social Responsibility Act 2011 enables PCCs to commission HMIC to conduct inspections on the whole force or a particular area of a force. This will give PCCs the opportunity to benchmark a force against itself and/or other forces.

Through our proven track record and expertise in intrusive and supportive inspections of policing, HMIC is well positioned to deliver a range of services to PCCs in support of their scrutiny function.

These services include:

• Conducting commissioned inspections for PCCs (e.g. baselining, needs assessments and inspections of key areas of public concern).

• Offering independent, evidence-based reviews and inspections.

• Offering independent professional advice.

• Providing a dedicated PCC web resource at www.hmic.gov.uk.

Find out more

HMIC’s approach to monitoring forces; Inspection Framework and Plan 2012/13; PCC pages on www.hmic.gov.uk
Surrey Police almost always records crimes accurately as required by the standards laid down by the Home Office.

Crime

HMIC validates and publishes data on crime and ASB (together with information on sanction detections, workforce and money) in our ‘Crime and Policing Comparator’ – an interactive online tool that allows you to draw graphs based on this data, and compare your force’s performance with one other force, all other forces, or over time.

This graph is taken from the Comparator, and shows the level of victim-based crimes (i.e. those where there is a direct victim) in the 12 months to March 2012, in comparison with all other forces.

Does the force record crimes accurately and consistently?

As part of our 2012 inspection of how forces record crime, HMIC looked at 120 incidents logged by Surrey Police. Four had been wrongly closed without a crime being properly recorded. This sampling provides an initial indication that Surrey Police almost always records crimes accurately as required by the standards laid down by the Home Office.


Find out more

Anti-social behaviour

There is a relatively low level of ASB recorded by police in Surrey, compared with the rest of England and Wales.

In 2011 we surveyed 200 people who reported ASB to Surrey Police. They were asked a range of questions about their perceptions of ASB generally and their experience in reporting ASB to the police.

How does the force tackle ASB?

In 2012, HMIC found that Surrey had made progress since 2010 in the way ASB is understood and tackled. There was a clear focus on the victim from the moment they first contact the police. Information was regularly shared and ways of dealing with ASB were agreed using resources from all teams. The force has invested in an IT system which is being used to share information with partners (such as local councils) to risk assess incidents and to manage how ASB is being tackled.

However, the force did not consistently identify repeat and vulnerable victims when they first call, meaning there may sometimes be a delay in ensuring they receive the support they need.

From HMIC (2012) Anti-social Behaviour Inspection – Surrey Police

Find out more

## Year-on-year changes in crime and solved crime rates

<table>
<thead>
<tr>
<th>Surrey</th>
<th>Offences per 1,000 Residents (2011/12)</th>
<th>12 month change in offences</th>
<th>Sanction Detection Rate</th>
<th>12 month % point change in sanction detections</th>
<th>Offences per 1,000 Residents (2011/12)</th>
<th>Sanction Detection Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Victim Based Crime</td>
<td>47.0</td>
<td>-5%</td>
<td>13.2%</td>
<td>0%</td>
<td>61.5</td>
<td>20.2%</td>
</tr>
<tr>
<td>Violence Against the Person</td>
<td>8.6</td>
<td>-10%</td>
<td>22.0%</td>
<td>0%</td>
<td>11.2</td>
<td>38.6%</td>
</tr>
<tr>
<td>Violence Against the Person with Injury</td>
<td>3.0</td>
<td>-29%</td>
<td>24.7%</td>
<td>0%</td>
<td>6.1</td>
<td>40.3%</td>
</tr>
<tr>
<td>Violence Against the Person without Injury</td>
<td>5.6</td>
<td>5%</td>
<td>20.5%</td>
<td>0%</td>
<td>5.1</td>
<td>36.6%</td>
</tr>
<tr>
<td>Sexual Offences</td>
<td>0.6</td>
<td>-21%</td>
<td>27.3%</td>
<td>1%</td>
<td>0.9</td>
<td>28.9%</td>
</tr>
<tr>
<td>Rape</td>
<td>0.1</td>
<td>-18%</td>
<td>24.8%</td>
<td>4%</td>
<td>0.3</td>
<td>23.3%</td>
</tr>
<tr>
<td>Other Sexual Offences</td>
<td>0.4</td>
<td>-21%</td>
<td>28.2%</td>
<td>0%</td>
<td>0.7</td>
<td>31.4%</td>
</tr>
<tr>
<td>All Stealing</td>
<td>28.2</td>
<td>-1%</td>
<td>12.2%</td>
<td>0%</td>
<td>38.3</td>
<td>16.6%</td>
</tr>
<tr>
<td>Burglary</td>
<td>7.0</td>
<td>-6%</td>
<td>10.3%</td>
<td>0%</td>
<td>9.0</td>
<td>13.0%</td>
</tr>
<tr>
<td>Robbery</td>
<td>0.3</td>
<td>-8%</td>
<td>21.1%</td>
<td>-4%</td>
<td>1.3</td>
<td>20.5%</td>
</tr>
<tr>
<td>Shoplifting</td>
<td>4.0</td>
<td>3%</td>
<td>44.3%</td>
<td>1%</td>
<td>5.5</td>
<td>54.6%</td>
</tr>
<tr>
<td>Vehicle Crime (inc. interference)</td>
<td>6.0</td>
<td>-1%</td>
<td>5.6%</td>
<td>0%</td>
<td>7.5</td>
<td>10.8%</td>
</tr>
<tr>
<td>Other Stealing</td>
<td>10.9</td>
<td>2%</td>
<td>5.2%</td>
<td>-1%</td>
<td>14.9</td>
<td>7.3%</td>
</tr>
<tr>
<td>Criminal Damage / Arson</td>
<td>9.7</td>
<td>-9%</td>
<td>7.5%</td>
<td>-1%</td>
<td>11.2</td>
<td>13.3%</td>
</tr>
</tbody>
</table>

Find out more

‘Crime’ and ‘Quality of service’ data and charts on the Crime and Policing Comparator (www.hmic.gov.uk)
There is no statistically significant difference between the level of victim satisfaction in Surrey, and the rate for England and Wales as a whole.

Victim satisfaction

This chart from the Crime and Policing Comparator shows the proportion of victims of burglary, vehicle crime and violent crime who answered that they were completely, very or fairly satisfied with their experience of the police.

As forces reconfigure their resources to meet the budget challenge it is important that they understand the impact on service delivery. One way of measuring whether this is changing is by tracking how satisfied the public are with the overall service they receive when they seek police assistance.

Overall victim satisfaction in Surrey is 84%, which is in line with national figures.


Find out more

Surrey has a good history of bringing down costs and changing the way services are delivered, and ... is in a good position to achieve its savings target by March 2015.

Surrey Police will need to save £27m between 2011 and 2015 (based on the force’s calculations). There are 35 forces in England and Wales with larger savings to make as a proportion of their overall budgets. By Spring 2012, the force had developed plans which outlined how it will achieve £27m (100%) of its savings requirement.

How is the force responding to the spending review requirements?

In October 2010, the Government announced that the central funding provided to the police service would reduce by 20% in the four years between March 2011 and March 2015.

We carried out an inspection of all 43 police forces in England and Wales in Spring 2011, to see how they were planning to meet this financial challenge. When the results were published in July 2011 (search for ‘Valuing the Police’ on www.hmic.gov.uk), we committed to returning one year later to report on progress, and to assess whether there had been any impact on the service provided to the public.

In 2012, we noted that the force has a good history of bringing down costs and changing the way services are delivered, and began to transform the way it operates in 2009, before the 2010 comprehensive spending review. As a result it is in a good position to achieve its savings target by March 2015.


Find out more

Because of the changes it is making Surrey Police will be able not only to balance the books but also to increase the overall number of police officers by 50 – the only force in the country able to do so.

Planned workforce changes

According to data provided by the force in February 2012, Surrey Police is planning to make the following changes to its workforce between March 2010 and March 2015.

<table>
<thead>
<tr>
<th>31 March 2010 (actual)*</th>
<th>Planned change 31 March 2010-31 March 2015*</th>
<th>% change in Surrey</th>
<th>% change across England and Wales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers</td>
<td>1,890</td>
<td>50</td>
<td>3%</td>
</tr>
<tr>
<td>PCOs</td>
<td>220</td>
<td>50</td>
<td>21%</td>
</tr>
<tr>
<td>Police staff</td>
<td>2,090</td>
<td>-170</td>
<td>-8%</td>
</tr>
</tbody>
</table>

Notes: *2010 is a snapshot of the number of people in post and is taken from data supplied annually by the force to the Home Office, whereas the 2015 data is projected number of posts. All workforce figures are rounded to the nearest 10; columns may therefore not add up.

Frontline officer numbers

The number of officers working on the front line will increase from 1,470 in March 2010 to an estimated 1,740 by March 2015. The number working in non-frontline roles will drop from 420 to 200. Based on these figures, the proportion of Surrey Police officers allocated to frontline roles will increase from 78% to 90%.


Find out more

National requirements

The Strategic Policing Requirement was issued by the Home Secretary on 31 July 2012. It is intended to balance local and national priorities and drive improvements in Surrey in response to serious and cross-boundary criminality, harm and threats.

HMIC has a proactive role to inspect against resource allocation and effectiveness in overseeing the delivery of national policing:

“As set out in the Policing Protocol Order 2011, the Home Secretary remains legally accountable for national security and the role that the police service plays within the delivery of any national response. It is expected that Her Majesty’s Inspectorate of Constabulary will provide assurance that the preparation and delivery of those requirements set out within the Strategic Policing Requirement have been subject to a proportionate and risk-based testing and inspection regime.”

Find out more

The Strategic Policing Requirement can be downloaded from the Home Office website (www.homeoffice.gov.uk)
So far this year, we have published the following major thematic reports:

- **Facing Up To Offending: Use of restorative justice in the criminal justice system**
- **The Crime Scene: A review of police crime and incident reports**
- **A Review of National Police Units which Provide Intelligence on Criminality Associated with Protest**
- **Experience of Young Victims and Witnesses in the Criminal Justice System** (jointly with HM Crown Prosecution Service Inspectorate)
- **Forging the Links: Rape investigation and prosecution** (jointly with HM Crown Prosecution Service Inspectorate)
- **A Step in the Right Direction: The policing of anti-social behaviour**
- **Policing in Austerity: One year on**
- **Increasing Efficiency in the Police Service: The role of collaboration**
- **Preparing for Police and Crime Commissioners: An interim report on the progress made by police authorities**

We have also completed custody suite inspections (working jointly with HM Inspectorate of Prisons) in Bromley, Lewisham, Greater Manchester, Heathrow, Hounslow, Nottinghamshire, Northumbria, Redbridge, Humberside, Tower Hamlets and Cheshire.

**Find out more**

All reports are available to download from the HMIC website (www.hmic.gov.uk). Details of other inspections planned or ongoing in 2012/13 are outlined in *HMIC Inspection and Framework 2012/13*. 
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