



Promoting improvements  
in policing to make  
everyone safer

## HMI Zoë Billingham's assessment of Surrey Police – Transcript

I am heartened by the progress that the force has made in providing a good service to the people across the county, but there are some aspects where I would like to see improvement.

I am pleased that Surrey Police has made a huge effort to improving the service it provides to the most vulnerable victims, and this deserves high praise. The force has increased the number of officers and staff allocated to public protection roles, and I am impressed with its work in developing its response when a person, particularly a child, goes missing.

The force has improved how it investigates more complex and serious crimes, but too often the quality of investigations remains poor due to the fact that some frontline officers still do not have the skills to investigate some of the crimes they are allocated. The force recognises the need to improve investigations and it is working hard to do – but it will take time to recruit and train staff so that they have the necessary skills.

The force has also made improvements in how it protects the people of Surrey from threats of serious and organised crime.

I am pleased with the improvements Surrey Police has made in its efficiency since our inspection last year.

Despite many good examples of efficiency improvements, the force does not yet have a complete understanding of all areas of demand and the changing scale and nature of future demand. The force recognises this and is taking active steps to address these concerns.

The force understands the importance of communicating with groups who may have less trust and confidence in the police and it uses a wide range of methods to seek feedback from the public. We found that the force has instilled in its workforce a good understanding of the behaviours and ethics expected of it.