

# Policing Surrey

2010/2011



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# Welcome to your Local Policing Summary 2010/2011



## Peter Williams

Chairman, Surrey Police Authority

## Mark Rowley

Chief Constable, Surrey Police

Welcome to *Policing Surrey*, the annual report that looks back at our performance during the past financial year and outlines our plans for the current one.

We are pleased to say that despite the challenging times affecting everyone in the country, we continue to meet targets in regards to crime reduction and public safety. You can see the full performance chart on page 7 or at [www.surreypa.gov.uk](http://www.surreypa.gov.uk).

We are on course to fulfil our aim to increase police officer numbers by recruiting 200 additional police constables by 2012. The recruitment drive is well underway and with almost 100 officers added in the last year, we are confident we will meet our target.

To achieve this we have reduced the number of senior leaders and are reviewing old and under-used police buildings. Our re-location plans for neighbourhood officers are unfolding throughout the county, with teams sharing offices with council colleagues and moving to new alternative bases in communities. An update on how

to access local officers and police services in your borough appears below. Further updates will appear at [www.surrey.police.uk/surrey\\_public\\_first](http://www.surrey.police.uk/surrey_public_first) as the full picture takes shape. Also listed below are ways to access our many services. Rest assured these plans and changes do not affect emergency response teams. They continue to operate as normal and we remain dedicated to maintaining Surrey's reputation as one of the safest counties in the country.

Looking ahead, we are preparing to play our part in the policing of the London 2012 Olympic and Paralympic Games. The Olympic Cycling Road Race will pass through five of Surrey's boroughs, the Olympic Cycling Time Trial will pass through Elmbridge, and Egham will play host to the world's finest rowing and canoeing teams for the duration of their competition.

We are working alongside Surrey County Council and the London Organising Committee of the Olympic and Paralympic Games (LOCOG) to ensure things run smoothly, safely and enjoyably.

## How you can get in touch...

There are many different ways to contact Surrey Police and access local officers and police services in your borough.

### To contact Surrey Police:

- **Call:** In an emergency always dial 999. For all other policing matters call 101 or 01483 571212 (24-hour service)
- **Email:** [customerservice@surrey.pnn.police.uk](mailto:customerservice@surrey.pnn.police.uk)
- **Write:** Surrey Police, PO Box 101, Guildford, GU1 9PE
- **Visit:** Staines Police Station, 22 Kingston Road, TW18 4LQ. Opening times 8am – 10pm daily.

### For regular news updates and information:

- **Visit:** [www.surrey.police.uk](http://www.surrey.police.uk)
- **You can also follow Surrey Police on Twitter:** @surreypolice or (coming soon) via **Facebook:** [www.facebook.com/SurreyPolice](http://www.facebook.com/SurreyPolice)
- **For regular updates for your area visit your Safer Neighbourhood Team's page at:** [www.surrey.police.uk/spelthorne](http://www.surrey.police.uk/spelthorne)



### To contact your Safer Neighbourhood Team:

- **Email:** [spelthorne@surrey.pnn.police.uk](mailto:spelthorne@surrey.pnn.police.uk)
- **Call:** 101 or 01483 571212
- **Officers** hold regular panel meetings and surgeries in your area. These offer you the opportunity to help set local policing priorities defined by the issues you want us to focus on. For details of future meetings visit: [www.surrey.police.uk/spelthorne](http://www.surrey.police.uk/spelthorne) or contact your team.

# You said... We did

Many of the 100 extra officers already recruited by Surrey Police have joined our Safer Neighbourhood Policing Teams, working with the public to address policing issues and concerns in their area. The teams, supported by staff and officers from across the Force, listen to concerns, act and report back on progress made. Here are some examples from Spelthorne borough of how we've worked with communities and partner agencies over the last year to make our neighbourhoods safer. Find out more about the work of your Safer Neighbourhood Team on its dedicated webpage at [www.surrey.police.uk/spelthorne](http://www.surrey.police.uk/spelthorne)



Neighbourhood Inspector **Sarah Greenhalgh**

## ASHFORD COMMON

Aware of rogue trading incidents occurring in the Ashford Common area, PCSO Keith Faulkner spotted three men working on a driveway in Elgin Avenue. When he called in to check everything was ok, the retired householder said the men had increased the fee originally quoted for paving work and were insisting they needed cash before completing the job. Indeed, at that moment the householder's wife was at the bank withdrawing funds. Keith alerted PC Samantha De Cogan who attended immediately with Surrey Trading Standards officers. Sam arrested one man for fraud offences; another was dealt with for traffic offences; the third for obstructing a police officer in the course of duty. This excellent teamwork saved the affected residents from parting with more than £6,000.

## SHEPPERTON AND LALEHAM

We rely on information from the public to help us tackle the use and supply of drugs in our communities. In a recent case, residents reported suspected drug links to an unoccupied property in Laleham Road, Shepperton. As a result, we seized white powder, cash, various electrical items and around 100 cannabis plants.

## STAINES

An increase in purse and bag thefts in Staines over Christmas and New Year saw shoppers targeted and sometimes followed after

withdrawing money from a bank or Post Office. In response, the Safer Neighbourhood Team conducted plain clothes operations in the town centre in an effort to deter would-be thieves. We also advised shoppers to be aware of their bags at all times and to report any suspicions to a shop staff member or police. These actions brought about a considerable drop in the number of thefts.

## STANWELL NORTH

The anti-social use of motorbikes is an ongoing issue in Stanwell. The Safer Neighbourhood Team has had considerable success in identifying numerous youths committing traffic-related offences. In one case two PCSOs identified a local youngster riding a scrambler bike in Town Lane and the nearby recreation ground. Found guilty of five road traffic offences, the rider received a 24-month conditional discharge, six penalty points on his licence and had to pay £300 in court costs.

## SUNBURY COMMON

Fifty-four vehicles were stopped in Sunbury during a Drive SMART Roadside Education and Enforcement Day. The event aimed to educate drivers about dangerous driving habits, and where necessary, carry out enforcement. Thirty-four drivers were educated about the dangers of not wearing a seatbelt, one received a Fixed Penalty Notice for speeding and two were fined £60 for driving without an MOT.



## Driving home the safety message with our **Drive SMART** campaign

The partnership Drive SMART campaign to tackle anti-social driving and increase road safety contributed to 80 fewer people being killed or seriously injured on Surrey's roads in its first year.

Surrey Police and Surrey County Council originally launched Drive SMART in September 2009 as a year-long campaign but it has been

extended for a further year after figures for 2009-2010 confirmed the initiative helped save lives on the county's roads.

Nine fewer children were killed or seriously injured and there were 86 fewer crashes on Surrey's roads during the year, compared to 2008-2009.

The campaign seeks to educate motorists – and

where necessary carry out enforcement – around a range of anti-social driving and road safety issues including speeding, using a mobile phone while driving, drink and drug driving and motorcycle safety.

For more information on the initiative and its results visit [www.drivesmartsurrey.org.uk](http://www.drivesmartsurrey.org.uk)



## Hitting hard at crime gangs

Disrupting criminal gangs and keeping serious crime in Surrey low are top concerns for Surrey residents and top priorities for the Force.

This year, teams across the county including our Serious Crime Investigation Team and Cross Border Investigation Team have worked hard to solve dozens of crimes and ensure the Force's target to dismantle 15 organised criminal gangs was achieved.

• Twenty-three suspects were arrested and charged with 110 offences of supplying Class A drugs as part of a major operation,

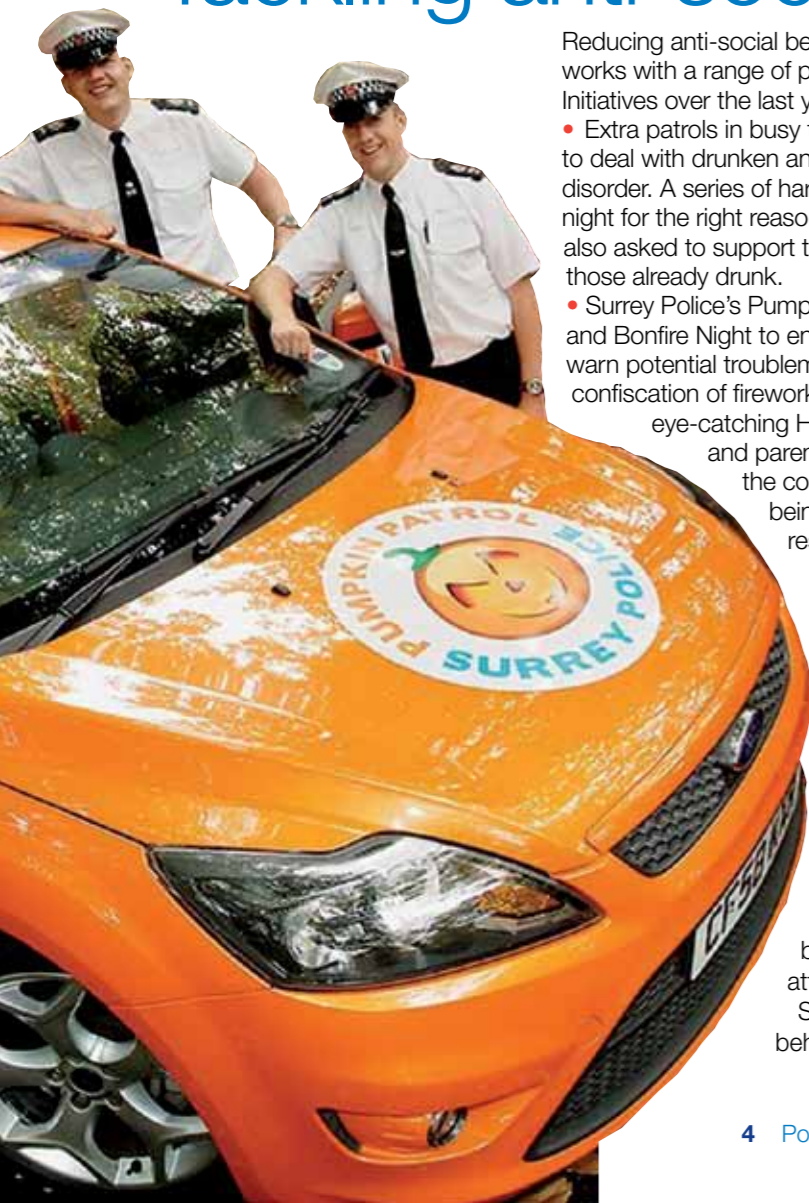
which saw more than 100 police officers take part in warrants at addresses in Spelthorne, Elmbridge and South West London in April.

• Surrey Police has also been hitting criminals where it hurts – in their pockets. A convicted burglary gang boss had £100,000 worth of assets recovered after investigators proved it was from the proceeds of his crime. The 37-year-old man directed a gang whose members would break into homes at night and steal key fobs for cars parked in victims' driveways.

**TO KEEP SURREY SAFE**

# WORKING TOGETHER

## Tackling anti-social behaviour



Reducing anti-social behaviour is a priority for Surrey Police and the Force works with a range of partner agencies to address the issue.

Initiatives over the last year have included:

- Extra patrols in busy town centres over the Christmas and New Year periods to deal with drunken and rowdy behaviour and reduce violence and public disorder. A series of hard-hitting posters reminded revellers to remember their night for the right reasons and enjoy themselves responsibly. Businesses were also asked to support the campaign by not serving alcohol to under-18s or those already drunk.
- Surrey Police's Pumpkin Patrols took to the streets over Halloween and Bonfire Night to ensure people had a safe and enjoyable time and to warn potential troublemakers they faced on the spot fines, arrest and the confiscation of fireworks. Officers visited locations across the county in the eye-catching Halloween-themed patrol car to speak with youngsters and parents. Working with Trading Standards, 28 shops across the county were visited to test whether underage children were being sold fireworks. None of the retailers visited sold age-restricted goods without checking proper identification.

## Terrorism: don't take any chances

No call is a waste of time – if you suspect it, report it – that is the key message to help everyone prevent terrorism.

While Surrey is recognised as being a comparatively safe place and there is no specific threat to the county, the UK faces a significant threat and our close proximity to London and transport centres means there is a real possibility that premises in Surrey could be used by terrorists planning and preparing an attack.

Surrey's communities are best placed to notice behaviour which is out of place in normal day-to-

day living and could be the tell-tale signs of terrorist activity. This could include anyone who for no obvious reason:

- Buys or stores large amounts of chemicals, fertilisers or gas cylinders
- Behaves differently or suspiciously
- Has a large number of mobile phones for no obvious reason
- Has passports or other documents in different names
- Travels for long periods of time but is vague about where they're going
- Takes an interest in security measures like CCTV

**If you are suspicious about possible terrorist activity don't rely on others, call the confidential Anti-Terrorist Hotline on 0800 789 321 immediately. Surrey Police continues to work with businesses, communities and neighbouring forces to reduce the chance of a terrorist attack. For more information visit [www.surrey.police.uk](http://www.surrey.police.uk)**

## Help us to beat the burglar

Burglaries in areas of Surrey dropped dramatically following the use of forensic property marking kits by Surrey householders as part of the Force's Beat the Burglar campaign.

In some areas burglaries from homes fell by an average of 66% in the six months following the launch of the property marking initiative, with incidents down 58% when compared with the same time period the previous year.

Surrey Police teamed up with SelectaDNA for the campaign, a company which offers uniquely coded, non-toxic liquid allowing homeowners to 'forensically mark' valuable possessions including laptops, games consoles, jewellery and tools.

Barely visible to the naked eye and almost impossible to remove, the solution glows under ultraviolet (UV) light making it easy for police to detect and return property to the rightful owner if stolen.

Launched in Spring last year, the campaign offered residents discounted property marking kits along with general home safety and crime reduction advice.

The initiative also aimed to raise awareness among offenders of the risks associated with stealing forensically marked property. It highlighted how all frontline Surrey Police officers now carry UV torches and are actively looking for forensic marking on stolen property.

For more information on how to keep your property safe visit: [www.surrey.police.uk/beattheburglar](http://www.surrey.police.uk/beattheburglar)

# HOW WE WORK FOR YOU...

From our current **£213.2m** annual budget, **£192.7m** is spent on our officers and staff.

The teams most visible to communities are the Safer Neighbourhood Teams, but they are supported by **hundreds of other officers and staff** who all have an important part to play in keeping you and your area safe.

## Here is a breakdown of how our staff are employed across the Force.

**Investigation (30%):** Teams responsible for investigating and detecting crime and prosecuting offenders. This includes CID, teams dealing with major crimes such as rape and murder, fraud, cross border crime, organised groups and drug dealers. This also includes officers and staff liaising with the Crown Prosecution Service, working in forensics and the Force's custody centres, and the teams dealing with the most dangerous and predatory offenders and protecting the most vulnerable victims.

**Neighbourhoods (15%):** Officers and staff responsible for neighbourhood policing, working with communities and partner organisations to tackle neighbourhood issues. This includes Safer Neighbourhood Teams, special constables and specialists focusing on casualty and crime reduction, licensing and young people. This also includes teams dealing with prolific and priority offenders, anti-social behaviour and drug and alcohol issues.

**Response (29%):** Officers and staff involved in responding to emergency calls 24-hours a day. This includes targeted response teams, roads policing, firearms, helicopter, search, police dogs, specialist operations, and conflict management, the Force Control Room and call centre and front counter staff.

**Tasking and Co-ordination (10%):** Officers and staff involved in handling and analysing intelligence, Special Branch and counter terrorism operations, surveillance, planning for operations and emergencies and customer service.

**Support Services (16%):** Support staff including human resources, finance, information technology and strategic support and governance.



**£192.7m**  
spent on officers and staff

# Having **YOUR SAY**



Surrey Police Authority is the independent body responsible for ensuring that Surrey has an efficient and effective police force that works in the best interests of local people.

The Authority has 17 members; nine County Councillors and eight Independent Members recruited from the general public. They are supported by a small team of staff based in Guildford.

## The Authority's responsibilities are:

- Consulting with local residents about their priorities for policing
- Setting the Force's direction and appointing Chief Officers
- Scrutinising the Force's performance
- Setting the budget and getting value for money

Over the next year, there may be changes in the way the Chief Constable is held to account and updates will be included on our website: [www.surreypa.gov.uk](http://www.surreypa.gov.uk).

For regular updates you can also follow us on **Twitter @surreypa**

## What Surrey Police achieved across the whole force area last year...

TARGETS		ACHIEVED	
1	Ensure at least 80% of the public have confidence in the police working in their neighbourhood	88.2%	✓
2	Ensure at least 79.2% of victims of serious crime and road accidents are satisfied with Surrey Police's response	84.5%	✓
3	Ensure at least 76% of victims of anti-social behaviour are satisfied with Surrey Police's response	76.7%	✓
4	Disrupt or dismantle more than 15 organised criminal gangs	16	✓
5	Arrest at least 170 Class A drug dealers	153	✗
6	Achieve a 1.1% reduction in serious, violent and acquisitive crime (e.g. vehicle crime, robbery and burglary)	1.5%	✓
7	Improve detection rates for serious crimes to 18.6%	18.8%	✓
8	Make efficiency savings of £6.2m	£6.2m	✓
9	Keep unplanned turnover of police officers and staff at or below 8%	4.3%	✓

## ... And what Surrey Police aims to achieve in 2011/12

- Ensure that at least **80%** of the public in Surrey have confidence in the police in their neighbourhood
  - Ensure that at least **76%** of victims of anti-social behaviour are satisfied with the overall service provided by Surrey Police
  - Ensure that at least **79%** of victims of serious incidents are satisfied with the overall service provided by the police
  - Keep serious acquisitive crime (burglary, theft of and from motor vehicles, robbery/mugging) and serious violent crimes low – at or below **13.6** incidents per 1,000 population
  - Dismantle or disrupt **15** organised criminal groups
  - Charge or caution **450** people for supplying Class A and Class B drugs
  - Resolve **18.6%** of serious acquisitive crime, serious violent crime and rape and sexual abuse with a sanction detection\* or other police resolution
  - Save money in other areas to pay for more police constables – reaching **1,545** constables (from the 2010 baseline of 1,345)
  - Make the most of our resources by ensuring that at least **90%** of our officers and staff are available to deliver and support policing in Surrey
- \* Sanction detection can include a charge or summons, caution or when someone admits to other offences and asks for these to be 'taken into consideration'.



# Get involved

## HAVE YOUR SAY

- Attend Neighbourhood Panel meetings. Share local concerns and vote for your area's priority issues. For meeting details visit 'My Neighbourhood' at [www.surrey.police.uk](http://www.surrey.police.uk)
- Attend Surrey Police Authority meetings. Visit [www.surreypa.gov.uk](http://www.surreypa.gov.uk)

## MAKE A DIFFERENCE

- Join Neighbourhood Watch, the UK's largest volunteer organisation. Visit [www.ourwatch.org.uk](http://www.ourwatch.org.uk) or call your local officer on **101**.
- Join Community Speed Watch. Help reduce speeding in your neighbourhood. Call your Casualty Reduction Officer on **101**.
- Become an Independent Custody Visitor making random checks on the treatment of people in custody. Visit [www.surreypa.gov.uk/indepencus.asp](http://www.surreypa.gov.uk/indepencus.asp)
- Join the Surrey Special Constabulary. 'Specials' volunteer at least four hours a week to make a difference in the local community. They hold the same powers as their regular colleagues and wear a similar uniform. Call **0800 328 7597**.
- Report crime: We rely on information from the public – you are our eyes and ears. You can report crime by phone on **101** or **01483 571212**, or online at [www.surrey.police.uk](http://www.surrey.police.uk). Dial 999 in an emergency or if a serious offence is in progress. To give information anonymously contact independent charity Crimestoppers on 0800 555 111.



- You can write to us on any matter at: Surrey Police, PO Box 101, Guildford GU1 9PE.
- Give feedback on service received from us. Email [customerservice@surrey.pnn.police.uk](mailto:customerservice@surrey.pnn.police.uk)

101 is the new non-emergency number for Surrey Police. It costs just 15p per call (from both mobile phones and landlines). Surrey Police does not profit from the provision of this number. All calls to 101 and 999 are recorded for monitoring purposes.

## DO SOMETHING SPECIAL

If you are over 18, fit, of good character and interested in part-time policing – why not apply to the Surrey Special Constabulary?

Special Constables are given a thorough grounding in police work, hold the same powers as their regular colleagues and wear the same uniform.

Forming a vital link between the regular police and the community, Specials perform numerous important policing tasks. You may find yourself working alongside Safer Neighbourhood Teams, conducting patrols to tackle anti-social behaviour, working within the response policing teams or assisting with investigations. You could provide security at major events, present evidence in court or assist at scenes of accidents, fights or fires.

Special Tracy Doughty says:

"I volunteer between 20-25 hours a month as a Special Constable and I never know what each new shift will bring. Since joining in 2008 I've been involved in many aspects of the job and have had an excellent insight into the world of policing.

"I've recently become a Special Sergeant and hope eventually to fulfil my ambition to be a full time Surrey Police officer. I'm so glad I volunteered. It's a truly exciting challenge and completely different from anything else I've done. I'd recommend it to anyone."

**If you're ready to take the Special challenge and can spare a minimum of four hours a week, please call 0800 328 7597 or email [specialconstabulary@surrey.pnn.police.uk](mailto:specialconstabulary@surrey.pnn.police.uk), or download an application form at [www.surrey.police.uk/careers/careers\\_special.asp](http://www.surrey.police.uk/careers/careers_special.asp)**

## Are we speaking your language?

If you don't have internet access and would like information from our website, call us on 101 and we can arrange for relevant pages to be printed for you.

Would you or someone you know benefit from receiving this publication in a different format or language? If so, please call the Surrey Police Authority on 01483 630200.

Si Usted (o alguien que conoce) pudiera aprovechar de esta publicación si se publicara en otra forma o en otro idioma póngase en contacto con las autoridades de la Policía de Surrey (Surrey Police Authority) en el teléfono 01483 630200.

Qualora riteniate che il ricevere la presente pubblicazione in formato o lingua diversi possa essere di beneficio a Voi, o a persone di Vostra conoscenza, siete pregati di contattare la Polizia del Surrey al numero 01483 630200.

其他形式或語言的這份資料對你或你所認識的人有  
用處嗎？如果是，請與薩利警察局聯繫。電話：  
01483 630200

आपनि अथवा आपनार परिचित एमन कि केउ आछैन यिनि এই प्रचारपत्रटि अन्य कोनओ  
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کیا آپ یا آپ کے کوئی اور جاننے والے یہ دستاویز کسی اور زبان یا مختلف فارمٹ میں وصول کرنا مفید سمجھتے ہیں ؟  
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