

Stakeholder Update



As we approach the end of 2024, I am pleased to present the first edition of our stakeholder update, offering a comprehensive view into Surrey Police's commitment to fight crime and protect people. Having now served 20 months as your Chief Constable, I have witnessed the remarkable resilience, dedication, and innovation of our officers and staff.

From tackling violence against women and girls to dealing with shoplifting, our teams have worked tirelessly to prevent crime, protect vulnerable individuals, and maintain public trust. You will read more on this shortly.

This first stakeholder update marks the beginning of a series of communications which will be shared with you throughout 2025. It aims to keep you informed about our ongoing initiatives in the areas of greatest importance to the people of Surrey. We hope that you find it useful and welcome any feedback you have.

Fighting crime and protecting people

Our priority is to cut crime and protect communities by addressing problems such as violence, anti-social behaviour, and serious crime. We focus on proactive policing strategies and targeted interventions to make Surrey safer for everyone. Highlights under this mission include:

Operation Falcon: enhanced crime investigation

Through Operation Falcon, we have enhanced the quality of crime investigations. This initiative has contributed to an additional **3,000 charges** as we relentlessly pursue criminals. Our data-led approach also allows us to identify repeat offenders and crime hotspots effectively, resulting in a **33% reduction** in outstanding suspects over six months.

Protecting women and girls

Operation Shield has been pivotal in addressing violence against women and girls (VAWG) and has now been **expanded across Surrey**.

Through Operation Shield, specially trained covert behavioural detection officers are deployed alongside regular officers, in known areas of risk, for example in pubs and bars.

We now have **38 trained and accredited members of staff across the county**. In the pre-Christmas period, a time when we know the risk increases with public place VAWG offending, we have carried out six deployments, with one more still to come, in areas including Epsom, Guildford, Camberley, and Staines. Deployments will continue into the New Year.

We will also soon be trialling tactics to tackle harassment of women and girls whilst they are out running. We are also increasing our capabilities around detecting common substances used in spiking offences. Passive drugs dogs are being trained to identify liquid ketamine and GHB.

Elsewhere in the Force's work to combat VAWG, [Surrey Police is the fastest improving force in the country in respect of domestic abuse performance](#), but there is more to do to develop our capacity to investigate domestic abuse and ensure our colleagues who investigate it are properly resourced.

Hotspot policing and strategic interventions

Funded by the Home Office, hotspot policing - targeting of resources and activities to those places where crime is most concentrated - has led to a significant increase in patrols across areas identified as high-risk for serious violence and anti-social behaviour (ASB). As of December 2024, we have completed [2,069 patrols, conducted 96 stop and searches, seized five weapons, and made 39 arrests](#). The 'Clear, Hold, Build' approach has proven effective in Redhill, where initial phases resulted in nine arrests and substantial cash recovery.

Supporting this operational activity, we have also created a large-scale behaviour change communications campaign to reduce alcohol-fuelled violence in our hotspot areas. Our data linked visiting a licensed premises prior to an incident of serious violence, and identified an opportunity to develop new, original campaign material to help prevent this behaviour happening in hotspot areas. The campaign launched this month and we will share results with you in a future briefing though if you'd like to know more, or share campaign materials with your own networks, please contact corpcomms@surrey.police.uk

Earning the trust and confidence of communities

We are committed to building trust through transparency, ethical standards, and meaningful engagement with all communities. This includes improving care for victims and fostering diversity within our workforce. Achievements within this mission include:

Ethical standards and transparency

Surrey Police prioritises ethical conduct, and a comprehensive review of our vetting processes has been undertaken to prevent unsuitable individuals from joining our ranks. Our commitment to operating with the highest standards of integrity is enhanced by our commitment to timely internal justice and to sharing publicly information about, and outcomes from, misconduct and gross misconduct cases.

We have also [introduced external scrutiny measures](#) for stop-search practices and use of force and established an ethics committee to provide diverse perspectives on policing dilemmas and help inform our decision making.

Victim and Witness Care

We are committed to providing exceptional care for victims and witnesses. By improving our survey methodologies this year, we have been able to gather valuable feedback to enhance our service. An imminent action plan will address common challenges where victims disengage from the justice process, ensuring their rights are upheld throughout. We know that victims are likely to withdraw very early in the process, and rectifying this by ensuring their first contact with Surrey Police is of a high standard and meets their needs remains a significant priority for the Force.

Workforce Diversity and Belonging

Our workforce diversity efforts are yielding results; representation of Asian, Black, Mixed, or other ethnicities among officers has increased from **4.6% in 2019** to **5.8% in 2024**. We actively engage with ethnically diverse communities through positive action initiatives and mentoring programmes aimed at fostering inclusion within our ranks.

This year we launched three advisory groups focusing on race, disability, and the LGBTQ+ community. These groups are made up of members of the public and meet regularly to provide relevant perspective, advice, and insight – not only on current issues but also proposed changes. You can read more about their activities [here](#).

Through our Police Race Action Plan, we continue to actively address the impact of our decisions, processes, and systems on Black communities, aiming to reduce adverse disproportionality and create a more inclusive culture. The internal United Sisters in Policing group was created in 2024, designed to increase representation of, and advocate for, women from ethnically diverse backgrounds. Our Race Equity Working Group has also been set up with advocates from departments across the Force to champion race equity, start conversations with colleagues and offer support to their teams on race related issues.

Putting Service Before Self

We aim to deliver exceptional service by responding quickly to emergencies, managing resources effectively, and maintaining financial accountability. Areas of focus this year have been:

Improving contact and response

Following the findings of our last HMICFRS PEEL inspection, we continue to focus on [improving our contact and deployment strategies](#) to ensure timely responses tailored to community needs. These enhancements reflect our commitment to delivering effective policing services while maintaining public trust. We have seen a marked improvement in our emergency response times. The median time taken to deploy to grade one (emergency) incidents has reduced from **16.28 minutes** to **a current 14.53 minutes**, demonstrating our commitment to swift action when our communities need us most. Since 9 December 2024, we have attended 76.5% of emergency incidents within our target timeframe. We have also achieved improvements in our responsiveness to both 101 calls, and our non-voice contact channels, for

example website and social media reports, which account for around 50% of the contact we receive.

The importance to the public of knowing when and how to contact the police, and a quick, responsive and straightforward way of doing so was clearly conveyed at our recent series of Policing Your Community engagement events – held in each of our 11 boroughs. This enhancement in our contact centre performance ensures that residents can reach us quickly in both emergency and non-emergency situations and through a communications channel that suits them.

Financial Management

To deliver the highest quality service to victims, we require a sustainable funding model which provides the flexibility to make the best investment in resources for the public of Surrey. However, the current funding arrangements are challenging, and the existing ring-fenced funding for police officers is difficult for a force like ours. While we are in a fortunate position to be able to raise a high proportion of funding through precept, this is not through choice but necessity. Without the precept, and with some of the highest operating costs nationally, it would be difficult to deliver the police service our communities expect, and deserve, due to the Force receiving the lowest grant in the country.

Financial management is a priority for the Force, and we have already saved over £1m in licensing fees through strategic negotiations. We have also committed to a multi-year transformation programme which will see us modernise processes while reducing operating costs. Policing collectively faces a £1.3bn shortfall over the next two years, of which Surrey Police still needs to close a funding gap of over £20m.

High Profile Operations

Despite being a small force, Surrey Police has successfully managed complex cases and events that have garnered national attention. Our involvement in these operations demonstrates our capability to handle high-stakes situations and support national responses to disorder.

Operation Unison: The investigation by our Major Crime Team into the tragic death of Sara Sharif in Woking. This complex international case involved collaboration with Government agencies here and abroad and resulted in Sara's father and stepmother sentenced to life imprisonment with minimum terms of 40 and 33 years respectively, and her uncle to 16 years, after a ten-week trial at the Central Criminal Court in London.

Operation Skylark: Surrey Police's proactive response to a national crisis involving violent disorder and attacks on vulnerable communities. Through robust command structures and community engagement, we prevented significant disruptions within Surrey while supporting other forces facing unrest.

Epsom Derby: Surrey Police successfully managed security for this high-profile event, ensuring the safety of attendees, and royal guests, while maintaining public order and showcasing our ability to handle large-scale public gatherings effectively. This will continue to be a priority operation for the force into 2025 and one we are proud to support.

On behalf of Surrey Police, I wish you a Merry Christmas and a Happy New Year filled with hope, peace, and community spirit.

[Thank you for your partnership to ensure the safety of Surrey.](#)

Tim De Meyer, Chief Constable, Surrey Police