

Face the People Event - Spelthorne

28th January 2009

Chief Superintendent Steve
Rodhouse

Surrey Police



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Surrey Police Objective

“ Local people having the highest levels of confidence in us and living in the safest neighbourhoods in the country ”



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Surrey Public First – *Focus*

Confident

Increase confidence in local policing

Increase overall satisfaction with service provided to victims

Safe

Control supply of Class A drugs

Maintain civil contingency capability & preparedness

Disrupt or dismantle organised crime groups

Reduce serious violent and acquisitive crime

Improve the use of forensics in serious acquisitive crime



Discretion

- Removing perverse incentives
- Focusing on
 - What's important to local people
 - Fewer targets
- Applying a common-sense approach
 - To solve local problems
- Competent decisions
 - Made by the right person
 - At an early stage
- Values led
 - Staff guided by the force's values
 - Trusted to make the right choice





Police ditch targets for common sense

'Sense not targets is key to good policing'

Police put people first, not targets

'Common sense' policing

Police vow to put public before performance targets

A PLEDGE for common sense policing in Surrey has been welcomed across the district.

Last week Surrey Police announced it would focus on meeting the needs of the public, rather than chasing every national performance target.

Temporary Chief Constable Mark Rowley said: "Quite simply, local safety, confidence in us and their satisfaction when they call us for help are more important than meeting targets."

"When the public call us about minor disputes, incidents, they want practical, common sense solutions. This can range from advice to arrests when a minor

incident is the subject of a complaint. The officers will record all incidents and to always arrest where appropriate, simply to hit targets, rather than to hit their professional standards and observational targets. This is the right thing. Surrey residents consider this to be nearly 50% of the

SURREY Police have pledged to put the public before performance targets as they unroll a

to problems, to the satisfaction of victims and in pursuit of justice, but not always by way of formal criminal action.

for such an incident, staff will now be empowered to consider the wider picture and take a "more proportionate and common-sense

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