



HOUSE OF COMMONS  
LONDON SW1A 0AA

Lisa Townsend  
Police & Crime Commissioner  
Office of the Police & Crime Commissioner,  
PO Box 412,  
Guildford  
GU3 1YJ

Dear Lisa,

## **HMICFRS PEEL Inspection Findings and Police Performance in Surrey**

We are writing further to the publication of HMICFRS's latest PEEL inspection report into Surrey Police (published 30 April 2026), and the subsequent correspondence circulated by the Chief Constable outlining the force's assessment of its performance.

While we welcome evidence of improvement in specific areas – notably call handling times, retail crime outcomes and aspects of violence against women and girls – it is clear from the inspection that significant structural and service-delivery concerns remain despite the force's five-year strategy. Given that these issues are of direct relevance to your statutory responsibility for holding the Chief Constable to account and for ensuring effective, transparent, and community-focused policing across Surrey, we would welcome your response on the following matters.

### **1. Leadership, management and accountability**

The PEEL report rates Leadership and Force Management as "Requires Improvement".

Given this is a foundational area affecting all other aspects of performance:

- What actions are you requiring of the Chief Constable, and over what timescale?
- Is there a clear public improvement plan with timelines and metrics, and how is it being reported to residents?

### **2. Investigating crime and justice outcomes**

Despite reported improvements in charge rates, Investigating Crime remains graded as "Requires Improvement".

- What is your assessment of why investigative performance continues to lag?
- How do Surrey's current charge and outcome rates compare with national averages for key crimes, such as burglary, vehicle crime and serious violence?
- How are victims being kept informed and supported when investigations do not progress?

### **3. Safeguarding vulnerable people**

- The inspection rates Safeguarding Children and Adults at Risk as only "Adequate".
- What barriers are preventing improvement in this critical area?
- How effectively is Surrey Police working with local authorities, health services and safeguarding partnerships?
- What assurances can you provide that victims of domestic abuse, sexual violence and those experiencing mental health crises are receiving consistently high-quality responses? And are officers receiving adequate specialist training in vulnerability and trauma-informed policing?

#### 4. Workforce capacity, recruitment and diversity

HMICFRS found significant weaknesses in attracting, developing and retaining a diverse workforce.

- What are current recruitment and retention rates, particularly for new officers?
- What work is being undertaken to improve workforce diversity and make it representative of the communities it serves, and at least bring it in line with the national average of 8%?
- What steps are being taken to ensure workforce pressures do not undermine neighbourhood policing or investigative quality?

#### 5. Fraud and economic crime

Managing fraud remains graded as “Requires Improvement”, despite fraud being one of the most prevalent crimes affecting residents, and one that is deeply distressing for victims.

- How is policing of fraud being prioritised within Surrey?
- What local investigative capability exists, beyond national reporting systems?
- How are victims of fraud supported and updated locally?

#### 6. Responding to the public and neighbourhood policing

While call handling times have improved, “Responding to the Public” is still rated only “Adequate”.

- Can you confirm that improvements in this area are consistent across rural and urban parts of Surrey?
- What is the current strength and visibility of neighbourhood policing teams?
- How many neighbourhood officer and PCSO posts are funded versus filled?

We noticed in the letter we received that the letter highlights the force’s success in the inspection, and also the opportunity for staff restructuring, but didn’t fully acknowledge the challenges faced.

All of us as MPs thoroughly support police and civilian staff – they are delivering policing at this particularly challenging time. However, as Police & Crime Commissioner, your role is as much about holding to account underperformance as well as celebrating improvement. We would therefore welcome a clear explanation of how you intend to use the findings of this inspection to drive sustained improvement – particularly in those areas that remain weak or only adequate – so that residents across Surrey can have confidence in their local police service.

We look forward to your response.

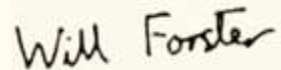
Yours sincerely,



**Zoe Franklin**  
**Guildford**



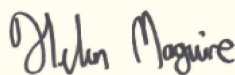
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