

1.) Take a Zero Tolerance Policing Approach

Our Performance

Surrey Police has achieved and exceeded the 2012/13 performance targets set in the Local Policing Plan. The results are shown in the below table:

	2012/13 Target	2012/13 Performance
To keep public confidence in Surrey Police high (confidence level)	85%	90.4%
To provide a good service to victims of anti-social behaviour (satisfaction level)	76%	79.8%
To provide a good service to victims of crime (satisfaction level)	82%	85.8%
To disrupt or dismantle Organised Crime Groups (OCGs disrupted / dismantled)	16	17
Charges and cautions for Class A and B drugs supply offences	500	697
To reduce serious crime (reduction level)	3% reduction on last year	14.2% reduction on last year
To catch people who commit serious crime (detection rate)	20.6%	21.6%
Make optimal use of our officer and staff resource (%age of budgeted police employees available to deliver and support policing)	90%	93.7%

Serious Crime

Surrey Police has significantly reduced serious crime over the 2012/13 financial year and has moved up 4th place nationally for this measure. This is an improvement of 4 places since March 2012. Over the course of FY2012/13:

- there were **9026** fewer total notifiable offences
- this is a year-on-year reduction in serious crime of 14.2% (-1890), against a year-end target of 3%
- this means 1491 fewer crimes against the budgeted crime level (12884)

Since year-end we have continued to perform well:

- there has been an 8.4% reduction in total notifiable offences compared to the same period last year
- Performance for serious acquisitive crime, sexual offences and violent crime is even stronger showing a reduction of 17.3% (FYtD to 28th April) over the same period last year

The force has also improved our detection rates and at the end of March 2013:

- the force had recorded a Serious Crime detection rate of 21.4%
- this is 0.8% points above the end of year target of 20.6%
- this is 1.5% points above the level recorded in the same period last year

Our performance in April (new financial year):

- the Serious Crime detection rate (FYtD to 28th April) was 18%
- this is 4% points above the level recorded in the same period last year

This is particularly notable as the Force has reviewed its cautioning policy and no longer records multiple cautions as detected crimes.

Violent Crime

Our end of year performance for the detection of violent crime with injury was 45.4%; this represents an increase of 1.2% over our performance in the previous year. This strong performance has improved slightly into April and our detection rate FYtD (to 28th April) has increased to 49.8%. This is an increase of 15.6% points compared to the same period last year. The number of offences so far this financial year is 214, compared with 199 for the same period last year (a 7.5% increase).

Over the coming months we will be undertaking the following work to reduce violent crime in Surrey.

- Operation Dogmatic – The Force will be running Operation Dogmatic over the summer months to tackle the predicted seasonal increase in public place violence, particularly in our main town centres. This is a joint approach with partners, particularly involving alcohol licensing. Operation Nightguard will also continue along with the proactive active management of Tier 1 licensed premises, supported by the Alcohol Enforcement Team to identify and police premises where disorder occurs. There is a communications plan to keep officers and staff aware of the focus on preventing disorder and targeting those who seek to spoil the enjoyment of others.
- There will also be a renewed emphasis on the golden-hour primary investigation by Response and Investigation Commands to deal with offenders robustly and efficiently.
- The Force is seeking to reduce ‘drug related serious violence’ through identification of those who are both involved with drugs and perpetrate violence, focussing on disruption tactics to reduce both drug crime and serious violence.

Sexual Offences

Surrey has consistently had a very low incidence of sexual offences and a high detection rate in March 2013 achieving 45.4% and being positioned second nationally. This area remains a priority for the Force especially in relation to the service provided to victims. This area is also a priority for other agencies within the criminal justice process. The Force is presently formulating an improvement plan in relation to its investigation of historic child sexual abuse allegations. This work is being supported by a Peer Review being conducted by the College of Policing at the request of the Chief Constable. This review is anticipated to report in May 2013 and the findings and the Force Improvement Plan will be shared with the PCC.

The Northern Public Protection Investigation Unit Team has achieved an outstanding result recently that has seen a sex offender being charged with 29 specific offences and sentenced to 10 ½ years imprisonment for the most horrific abuse of a member of his family. Success of the investigation was due to the diligent and professional investigative work by one detective constable in particular who, whilst tenaciously following lines of enquiry, was able to build the trust of the victim and supported her right the way through the trial.

Burglary

Surrey Police recorded a slight reduction in domestic burglaries for the financial year 2012/13. Surrounding forces have seen notable increases in this offence with the trend continuing into this planning year. During April 2013 the Force has maintained a reduction of 10.7% equating to 31 fewer victims when compared to the same month last year. The detection rate is 13.7% and represents an area of focus for this year.

Surrey continues to be affected by a high proportion of out of force offenders. Over the last financial year 29% of all offenders arrested for domestic burglary within Surrey resided outside of the county. To reduce this impact, Surrey Police have ensured that all forensic evidence submissions from domestic burglary scenes are prioritised. This has produced an increase in offender identification and the opportunity to recover stolen property.

Dedicated cross border Automatic Number Plate Recognition (ANPR) operations have been launched across Surrey focusing on travelling offenders and increasing our intelligence gathering opportunities. Operation Egress was one such operation that focused on cross border burglary offenders entering the borough of Elmbridge. As a result of this operation, 28 previously unknown domestic burglary offenders were identified and intelligence gathered in order to support further proactive operations.

Vehicle Crime

Following the success of the vehicle crime campaign, Operation Marjoram, earlier in the year, the force re-ran the campaign in April to coincide with a predicted rise in vehicle crime that occurs when the evenings start to get lighter. The campaign is aimed at cracking down on thefts of and thefts from vehicles, targeting prolific offenders, and raising awareness amongst motorists about simple measures they can take to avoid falling victim to opportunist thieves.

Since the campaign launched on April 2nd:-

- The Force has recorded a 25.8% reduction in vehicle crime compared to the same period last year. This equates to 100 fewer offences
- The current detection rate stands at 8.4%, which is higher than the detection rate for the same period last year

- There has been a 10.2% increase (+5) in arrests compared to the same period last year

The campaign has been accompanied by the release of 3 short crime prevention videos via social media. All three videos are viewable on YouTube and highlight the campaign's "Gone in 60 Seconds" message, a stark warning to motorists that thieves can break into your car and steal your valuables within a minute. The first video has already attracted more than 1,900 hits on You Tube, while the second video has been viewed more than 1,300 times and the third more than 1000 times.

Domestic Abuse

For the 2012/13 Financial year there were 12,485 domestic incidents reported in Surrey (a 6.2% increase from the 11,755 recorded in 2011/2012). Of those incidents 4252 were notifiable offences (a 1% increase from the 4208 recorded in 2011/2012). Of all incidents 3625 (29%) had a repeat victim flag. There have been 59 recorded incidents of domestic abuse FYtD (28 April), this is an increase of 1 incident over the same period last year.

Surrey Police is seeking to increase the levels of reported violence that is Domestic Abuse related. Currently around 35% of all reports of Actual Bodily Harm are domestic abuse related. The focus for reducing domestic abuse is on reducing the level of repeat offences. This is a multi-agency approach as much of the victim support and assistance is provided by partners who have considerable influence over keeping victims safe.

Surrey is a member of the Surrey Against Domestic Abuse Partnership (SADAP) together with Surrey County Council, Surrey's 11 Borough & District Councils, Surrey's 4 Domestic Abuse Outreach Services, Surrey NHS, Surrey Crimestoppers and Surrey & Sussex Probation Trust. The partnership runs communications campaigns to raise awareness of domestic abuse, in addition to the annual 'Surrey Domestic Abuse Awareness Week' in October.

At Surrey Police, advice for people experiencing domestic abuse is promoted internally on a regular basis. Working in an organisation that deals with domestic abuse can add a level of complexity to sufferers, which could lead to them not reporting it. Colleagues are encouraged to report domestic abuse anonymously via the 'Anonymous' tool on the intranet, seek help from domestic abuse outreach services, or contact a Public Protection officer.

Hate Crime

Surrey Police Diversity Directorate are working with local disability charities and organisations in progressing some of the actions following the HMIC report, '*Hidden in Plain Sight*' which was commissioned in response to the Fiona Pilkington case in Leicestershire. Part of this is looking at ways in which we can promote the reporting of disability hate crimes. We are doing work with our Learning & Development team to provide a "what is hate crime" package for use by our partner agencies that could

also go on the Surrey Police website. We are also developing crime prevention advice in an easy-to-read format so that people with learning disabilities and those who do not have English as their first language can access it.

The Directorate is also working with Corporate Communications and local disabled and Lesbian, Gay, Bisexual and Transgender (LGB&T) organisations to promote the use of the True Vision website. This is a national police product and is a third party reporting site for all hate crimes. We are looking at the possibility of using their materials to save on costs.

Drugs

Surrey Police continues to target those who deal class A and B drugs and the end of year total number of cautions and charges was 697, which exceeded our policing plan target of 500. There have been 38 cautions and charges in the new financial year. Of particular note is the arrest and charge of 4 men for conspiracy to supply cocaine. The men were arrested following an investigation by the South East Regional Organised Crime Unit (which comprises police and staff from across the region, including Surrey Police) and the Serious Organised Crime Agency into the alleged importation of class A drugs into the UK from the Netherlands.

Surrey Police seeks to work with schools in the county to prevent drug taking and dealing amongst young people. Surrey Police Youth Intervention Team use local intelligence to nominate two schools per borough to receive specific support. The Force is also a member of the Safer School Partnerships Program which enables local agencies to address significant behavioural and crime-related issues in and around a school - there are 5 'Safer Schools' in Surrey. There is no intelligence suggesting that drugs are currently a significant problem in schools, and the successful diversionary work which is carried out will continue.

Operation Borate

172 charges have resulted following the sixth and final part of an operation aimed at tackling crime in Runnymede, Spelthorne and Elmbridge. Warrants were executed at a number of addresses in Surrey and South London, where the addresses were suspected to be linked to fraud, drug and theft offences. The charges have included 141 for drugs offences, 28 for serious acquisitive crime and 3 for fraud. Surrey Police were also able to seize stolen property, drugs and a large amount of counterfeit currency that was found during the operation.

Anti-Social Behaviour (ASB)

The ASB team is busy in targeting individuals and related properties which negatively impact on the lives of the wider public. The team currently have a workload of 112 cases, which is broken down as follows:

Live ASBOs on Conviction	35
Live ASBOs on Application	15

ASBO CaseBuilding	6
ASB Monitoring – for ASBO	50
ASB Monitoring – for Closure of Premises	6

New approach to tackling Organised Crime IOM (Integrated Operating Model)

Following the publishing of the Organised Crime Strategy, *Local to Global: Reducing the Risk for Organised Crime* last year, Surrey Police has introduced an Integrated Operating Model (IOM) to tackle organised crime. All of Surrey's Organised Crime Groups (OCGs) have been reviewed, rescored and allocated the appropriate tier of response as well as a lead responsible officer. In addition to this, a communications strategy has been implemented across the Force with presentations to many different departments and strands to raise awareness and embed the new process across the organisation. This has allowed for the most accurate articulation of the threat from serious and organised crime. By devolving responsibility and ownership of OCGs across the Force, it allows ownership based upon where the OCG commits most harm and where the best opportunities to intervene can be found. The implications of making the IOM a central part of our business are positive: it will focus activity and resources within the Tasking and Coordinating process around OCG members and those with the potential to commit the most harm. The IOM is already helping Surrey Police to stop organised criminal gangs impacting on Surrey, and at the end of the financial year (31 March 2013) the Force had disrupted 17 OCGs which exceeded our policing plan target of 16.

Building work begins on Salfords Custody Centre

The building contractor contracted to build a new 24-cell Custody Centre in Salfords, took possession of the site in April. The centre is planned to be operational during Autumn this year and building work will commence shortly, transforming the existing industrial warehouse unit, situated within the Salbrook Industrial Estate, into a state-of-the-art Custody suite. This will replace the existing out-dated 12 cell facility at Reigate. It is estimated to take at least 26 weeks, followed by a period of familiarisation and training at the new site for Custody staff, culminating with a public open day before going live. This additional cell capacity supports the zero tolerance approach and will increase our visible street policing.

Good Work

Further examples of good work over the last 2 months include:-

- The prompt apprehension and charge of 4 people following the assault of two men as they got into a taxi in Woking. The mobile phone of one of the victims was also stolen during the assault.
- The arrest of 10 men following an altercation involving a large group of people in a car park at Sandown Racecourse in Esher, during which one man suffered a serious stab wound to the neck.

- The prompt arrest and charge following a robbery in Tandridge during which the victim was assaulted and his car stolen. Whilst there were a number of lines of enquiry, Investigating Officers did not initially have anything other than a description and a quick arrest was important in order to reassure the community. A local PCSO with outstanding local knowledge identified the suspect very quickly leading to their arrest and subsequent charge.
- The apprehension of a burglar in the Metropolitan Police Service area in possession of items stolen in a burglary in Surrey, as a result of the close links build up between Tandridge Officers and their Metropolitan Police colleagues.

2.) More Visible Street Policing

Seizure of assets performance:

2012/13 Target			2012/13 Performance		
Order Type	Total No	Total Value	Order Type	Total No	Total Value
Cash Forfeiture	60		Cash Forfeiture	30	£227,841.89
Confiscation Orders	50		Confiscation Orders	54	£2,899,487.27
Restraints			Restraints	21	
Cash Detentions			Cash Detentions	66	
Overall Value		£1,000,000			£2,808,462.63

Surrey Police Economic Crime Unit is seeking to maximise asset recovery opportunities by reviewing certain cold cases where there are still assets outstanding and realisable property was not available when the court awarded the order. In addition to a percentage of assets successful seized that we are reimbursed with by the Home Office, Surrey Police also prioritises work on Direct Compensation Orders for victims of crime for which we retain all of the money seized.

A recent example of good work includes Operation Calcify, where following a confiscation hearing a benefit figure of £187,404.49 and available assets of £90,644.74 were agreed for one person and a benefit figure of £533,893.15 and available assets of £79,338.41 for another.

In March the Force invited Surrey-based projects to submit bids of up to £5,000 to be awarded from using assets seized under the Proceeds of Crime Act (POCA). The Force's POCA Panel met at the end of April to consider 27 bids from local projects and the 6 successful applicants were awarded grants.

Surrey Police Special Constabulary

There are currently 266 members of the Special Constabulary. Over 2012/13 they worked a total of 70,384 hours which works out as an average of 247 hours per officer or just under 38 duties each. During this period, members of the Special

Constabulary were responsible for 375 arrests and assisted in many more. The Force has recently undertaken a review of its Special Constabulary to ensure Specials can best deliver operational policing and support delivery of the Police and Crime Plan. Recruitment of Specials had been put on hold while the review was conducted, but was opened in April to recruit a limited number of Specials to start training in August this year.

Recent examples of good work include a Special Constable in Mole Valley who has been praised by colleagues and Surrey Fire and Rescue for his prompt actions and professionalism on discovering a fire at a workshop in Dorking. He located the source of the fire, organised the evacuation of all neighbouring properties and gave a clear hand over to Fire and Rescue. Due to the solvent-based nature of the fire it is likely his actions prevented serious injury or even a fatality.

Shared Business Service Centre (SBSC) Extended Hours Pilot

In January the Force ran a pilot to trial extended opening hours of the SBSC, which provides officers and staff with HR, Finance and ICT support. The purpose of this pilot was to maximise officer/staff hours on the streets and increase visible policing. The results showed that an average of 16 additional calls were recorded each day, of which 84% related to ICT and were predominantly in line with the early shift. As a result it has been agreed that the opening hours will be extended from June, opening at 7am. The Force has been working since February with Sussex Police who now provide high priority ICT support when Surrey's SBSC is closed, and the two Forces are also looking at further options to provide additional resilience for business as usual demand.

Resource availability and sickness for Police Officers

Resource availability for police officers at the end of March was 94.2% and the Force achieved its policing plan target for 2012/13 of 90% availability. Support Services was the only area to finish below the target at 88.4% due to vacancy hours in the Central Probationer budget. Action will be taken next year to better profile the central probationer budget to the recruitment schedule in order to reduce the flux in vacancy hours within this part of the business

The percentage of working hours lost due to sickness over a rolling 12 month period also remained low at the end of March at 2.6%. When measured against other police forces (Home Office Annual Data Returns), this would put Surrey well within the top quartile. Police officers are amber flagged for long term sickness as the percentage has increased slightly by 0.6% since February; however, this is not an area of concern due to the low overall sickness rate. The percentage of hours lost due to long term sickness for police officers was 54.2%. When compared nationally, this would put the force in the second quartile nationally. In 2012/13 the Force is running at an average vacancy rate of 4.8%.

Examples of Good Visible Street Policing

- In Tandridge, a recent pro-active patrol in an area where it is known people are selling goods door-to-door without a licence resulted in two men being stopped who were known to the local Officers for this type of offence. Both men were dealt with by way of a summons to Court. Whilst making enquiries into this it became evident that an elderly lady had written out a cheque and signed it, but had left the amount blank meaning that potentially a large amount of money could be charged for what she had bought. The officers went to the bank and after relaying the circumstances made sure the cheque had been cancelled.
- In Mole Valley the Safer Neighbourhood Team has been patrolling with Mole Valley Housing Association to provide reassurance to residents, many of whom are lonely and vulnerable. This has received positive feedback from the housing wardens who have commented that the visits are of benefit to and well received by residents. It also provided a visible presence to and has served to warn off at least one person thought to be targeting residents.
- A PCSO in Merstham took on the challenge of improving the poor level of engagement with young people, working with groups of youths, schools and other partners to overcome this. He was able to build up trust to a level where a group of local teenagers felt able to report concerns about the inappropriate behaviour of a man on the estate. Following this the man was arrested for offences and the PCSO assisted officers in serving Child Abduction Warning Notices to parents to protect vulnerable teenagers.
- PCSOs in Redhill have been instrumental in setting up a thriving youth club where previously there was no provision for young people and rates of anti-social behaviour were high. The impact has been so great that the work has been held up as an example of good practice in a national report published by the National Youth Agency, Local Government Association and Department for Education
- Two Surrey Police officers saved the life of a member of the public who collapsed in front of them. The man was unresponsive, not breathing and did not have a pulse. The officers administered CPR for 10 -15 minutes until an ambulance arrived and the man was taken to Frimley Park Hospital, where his condition is described as stable.

3.) Put Victims at the Centre of the Criminal Justice System

Customer Satisfaction

After significant focus in this area, Surrey's customer satisfaction for FY2012/13 was 85.8%, exceeding the policing plan target by 3.8% and the 2011/12 year by 1.1%. This focus is also reflected in Surrey's national position for overall crime satisfaction moving up 6 places from 32nd to 26th.

Customer satisfaction for Anti-Social Behaviour (ASB) to the end of FY2012/13 was 79.6%, which represents an increase of 1.2% points compared to last year and is 3.6% points above the policing plan target of 76.0%.

Call Handling and Response Times

Performance within the Response Command has been steadily improving over a number of years. Emergency call handling performance remains strong with year-end figures showing that 93.3% of emergency calls were answered within 10 seconds. Dispatch to Grade 1 incidents also remained strong with year-end figures showing 96% of incidents dispatched to within 3 minutes. Attendance to Grade 1 incidents within 15 minutes was 83.7%. Performance improved in April with 96.4% of emergency calls answered within 10 seconds; 96.4% of incidents dispatched within 3 minutes and 84.6% of Grade 1 incidents attended within 15 minutes.

Despite the increased performance in both call handling and responses times, technical difficulties have continued to affect both the telephony and command and control systems. These have resulted in a number of short term failures of the 999 system and the primary server supporting the command and control system ICAD. Existing and tested contingency plans have been put into effect during each of these instances in order to provide continuous service support.

A full review has been commissioned in order to assess the existing systems sustainability and to identify other available options to mitigate risk. Once this review is complete, the Force will update the PCC.

Improvements to online services

Several new online services will soon be available to the public, including improvements to Online Reporting, Online Officer Booking and a new capability for members of the public to keep an online log for ongoing events (such as Anti-Social Behaviour issues). The new services will make it simpler for members of the public to report and use our services at a time more convenient for them. All of these services will sit on a delivery platform which offers a secure, stable environment for them and any additional services we will offer in the future. All services will also be 'Pen' tested to ensure they are secure before they go live. They will benefit from being 'smart phone and tablet device friendly'.

A key benefit of the Online Reporting is its capability to interface with our command and control system using the same interface that we currently use to transfer incidents between the Highways Agency, the Metropolitan Police and Sussex Police. This ensures we have an integrated reporting solution and will reduce bureaucracy for Contact Centre staff.

4.) Give you the opportunity to have a greater say in how your streets are policed

Public Confidence

The Force's public confidence measure levels remain strong;

- 90.4% of the public had confidence in their local police at year-end

According to the Home Office's Crime Survey

- Surrey Police is still highest nationally for public confidence (84%)
- Surrey Police and local councils also remain highest nationally for 'dealing with ASB and crime issues' (70.8%)

Public Engagement: Surrey Police Talk to Teenagers

Teenagers in North Surrey had a chance to air their views and concerns to Surrey Police during a conference at Sandown Park racecourse. About 150 people aged between 14 and 19 attended the 'Surrey Hear our Thoughts' (SHOUT) youth conference in March. Held in partnership with the Youth Support Service, Surrey County Council and Surrey Fire and Rescue, the teenagers took part in an interactive drama production based on real life events covering antisocial behaviour, drugs, internet bullying and grooming and social media. The conference gave young people from a variety of backgrounds the chance to voice their concerns, issues and priorities. In the last three years youth crime has reduced by half and schemes such as these have been shown to make a positive impact towards achieving this.

A lunchtime marketplace consisting of key agencies and charities was also available to offer the teenagers advice and information. The conference was the first in a series taking place around the county as a result of the feedback and findings from the Children and Young Persons Survey completed in 2012, and similar conferences in East and West Surrey are planned for later in the year.

Public Engagement: Goldsworth Park Big Pull Together

The Goldsworth Park Big Pull Together was created in response to the series of arsons last year in Goldsworth Park, Woking, which destroyed a nursery and significantly damaged the adjoining community centre. Both venues were key locations for the community. The aim of the day was to provide a positive community event and provide an insight into policing and building up trust and confidence in the community.

The end result was a 'family' day with support from Woking Borough Council, Waitrose (who sponsored the event), the Goldsworth Park Community Association (GPCA), Surrey Fire & Rescue Service, and members from the SureStart centre, as well as the press. The day was a huge success receiving a great deal of positive community feedback and raising approx £1500 for the Goldsworth Park Community Association which will go back into the community. The SNT will continue to work with the Association and develop further relationships on the back of this event.

Public Engagement through social media

- On 22nd March Surrey Police took part in International Day of Police Tweeting (#poltwt). Officers from law enforcement agencies in eight different countries took to Twitter for 24 hours, tweeting their experiences from the frontline. The main Surrey Police account was used to tweet a 'rumour bust session' in the morning and to tweet photos and citations from the recent Chief Constable's Commendations ceremony. The public response was very positive, with a number of followers tweeting in questions and comments. As a result the Force has now increased follower numbers to over 23,000.
- There was a significant social media response to the appeals on Facebook for 15 year old Sophie Nynam from Westcott, who went missing for nearly three weeks at the end of March. The three posts reached around 400,000 people, were actively read by around 50,000 people and were shared, liked or commented on by around 6000 people.
- Surrey Police Social Media accounts are continuing to receive good feedback and reach more people. The GuildfordBeat twitter account now has over 1,000 followers, whilst Tandridge Facebook continues to receive a high number of 'likes' and positive comments about the team such as 'they are helpful and informative and show how our police are so active locally. Best of luck.'

5.) Protect your local police

Officer turnover rates

The police officer total wastage rate against other police forces and the XpertHR national average for the 2012/13 year was 4.5%. This represents a decrease of 1% over 2011/12 which is likely to be the result of reduced police officer unplanned wastage rate. The unplanned wastage rate for the same period was 1.7% which is 0.71% lower than experienced in 2011/12.

When measured against other police forces (Home Office Annual Data Returns), this puts Surrey in the top quartile, although the unplanned wastage rate is in the third quartile. It is worth noting that the forces within the first quartile are in areas of higher regional unemployment and so the high unplanned wastage rate for police officers should be viewed as being low risk. This is an area that will be reviewed throughout 2013/14 in relation to the Metropolitan Police Service recruitment which could result in the unplanned wastage rate increasing to between 3.1-3.7% as we are aware of a number of police officers having submitted an application. This would put Surrey Police into the fourth quartile and presents as a risk to the Force as we attempt to retain our most talented and capable people.

Police officer pay and conditions

Surrey is in a position to implement the recommended changes (phase 1 Winsor part 2) that have been negotiated and agreed for implementation in all forces from 1st April 2013. The key change affecting pay is the change to the starting salary and pay scale for new police recruits. The Chief Constable, in conjunction with the PCC, used discretion to pay the highest starting salary to Surrey officers, as discussed at the last meeting.

The next phase of Winsor recommendations is currently being negotiated centrally. Opportunities to feed local issues into these negotiations are being taken whenever possible. Since negotiations take place centrally the budget announcements about capped percentage pay increases will influence these central negotiations - the most recent of these announcements being that police officers in England and Wales will see their pay increase by one per cent on September 1st this year. There are few opportunities for the force to make payments to officers (due to regulation of pay mechanisms) but where discretion is available this is highlighted for consideration; this includes an on-going review of the police officer reward package.

A communication plan is in place to update officers about individual contribution increases from April 2013. Further pension communications will be considered in light of changes that are due to happen to the police officer pension scheme from 2015.

Police staff pay and conditions

Surrey is not part of the Police Staff Council (PSC) and there is little update from the PSC about the progress of negotiations to implement any Winsor recommended changes to police staff pay. Local pay negotiations are taking place currently. These will be informed by Winsor recommendations and budget announcements which agreed a capped maximum pay percentage increase. Pension changes are due to take place in 2014. Both of these issues are unsettling for officers and staff alike.

Surrey Police and Joint Command Staff Survey

The Surrey Police and Joint Command staff survey takes place three times a year. The surveys allow the Force to monitor how people are feeling on a regular basis and more easily see where improvements are being made and where issues need addressing. The survey asks 15 questions broken down into four sections reflecting the factors that most influence the environment in which people are able to do their best possible work: basic needs, teamwork, leadership and development.

The latest Staff Survey (Wave 14) was conducted during a three week period in March 2013 and in total 2711 responses were returned, providing a response rate of 52%. This is notably higher than the previous response rate of 46%. Although results have seen a slight decrease, the overall 'health score' remains positive despite the significant changes being implemented within the organisation.

6.) I will be uncompromising in the standards you expect from your police

Complaints and Discipline

The number of complaints across the Force increased by 14% in Q4 when compared with the previous quarter, whilst the number of specific allegations within the complaints fell by 7.7%. The increase is assessed as being related to the decision to record 'Organisational / Direction and Control' cases as complaints.

The two highest complaint types received are 'Other Neglect or Failure in Duty' and 'Incivility, Impoliteness and Intolerance', though both saw decreases over the previous quarter. 'Other Neglect' complaints tend to arise where a complainant feels they have not been kept updated regarding an investigation, allegations have not been investigated or investigated properly, houses are damaged during searches or there is an apparent failure to deal with issues. Incivility issues include allegations of rudeness, arrogance, aggressiveness, lack of respect, patronising behaviour and a poor attitude.

Since the 1st March 2013 there have been the following misconduct meetings and gross misconduct hearings:

Hearing or Meeting	Allegation	Outcome
Misconduct Meeting OFFICER	The officer failed to ensure proper risk assessments were carried out, failed to make adequate records of a contact and failed to take account of force policies and procedures in respect of the use of Covert Human Intelligence Sources.	Management Advice
Misconduct Meeting OFFICER	The officer accessed a Surrey Police system without a policing purpose, involving a person who is known to the officer personally.	Written Warning
Misconduct Meeting STAFF	The member of staff was rude and insubordinate to their line manager. These incidents have caused the line manager to feel harassed, bullied and stressed.	Final Written Warning
Gross Misconduct OFFICER (Appeal period ends 14/15/13)	The officer accessed a Surrey Police system without a policing purpose and formed a sexual relationship with a vulnerable female who he met whilst on duty.	Dismissed without notice

Dress Code and Standards

The Force wants all staff and officers to show pride and professionalism in every aspect of their work, including how they look. The Chief Constable commissioned a review of dress codes and standards and how we strengthen our approach. This included developing very clear standards and expectations for both uniform and

non-uniform officers and staff, then ensuring our managers uphold these standards. The new policy is being reviewed by the Chief Officer Group with the intention of launching it before the summer.

Update on Fitness Testing

Surrey Police was one of a few Forces that introduced mandatory annual job-related fitness testing for officers up to and including the Chief Constable in January 2012. Testing was introduced to ensure operational capability and provide the public with the assurance that the officers who serve them are physically capable of doing the job. This will now be introduced nationally by September 2013 as a result of the Winsor review on Police pay and conditions.

At the end of our first financial year of testing, 98.8% of eligible officers have passed. This equates to 12 officers outstanding, with a further 17 that have failed. As a result a number of officers have been placed on either informal action plans or formal Unsatisfactory Performance Plans. All results have been scrutinised extensively at SPECS to ensure compliance.

Surrey Police come third in National Dog trials

PC Graham Lightfoot and police dog Chester represented Surrey Police at the National Police dog trials in South Wales last month. The annual trials are designed to test the dogs and their handlers on a number of operational scenarios, including tracking over distance, searching for property, crowd control, premises searching and obedience work. They are also required to display their abilities to chase and detain, and to deal with armed persons. PC Graham Lightfoot and police dog Chester came in third place overall, which is the highest Surrey Police has ever finished in this competition. They also won the Phase One trophy and came in joint first place for the Tracking trophy.

Letters of Thanks

Since the last meeting in March the Chief Constable has received 24 letters and emails thanking staff for their work. The topics ranged from call handlers offering reassurance, excellent responses to burglaries and keeping victims informed, thanks for mutual aid, dealing effectively with neighbourhood disputes, providing first aid and dealing with Road Traffic Collisions.