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SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People’s Priorities

1) Take a Zero Tolerance Policing Approach

Crime Reduction

The below table gives headline crime figures in Surrey. As can be seen, overall crime levels are down, and there has been a notable reduction in the level of serious acquisitive crime. We are pleased to report that the reduction in the level of domestic burglary has been sustained. Violence with injury and serious sexual offences show a rise in recorded offences, which in part represents increased confidence in reporting sensitive matters to Surrey Police, for example domestic abuse.

Crime Reduction	FYTD Feb 2014	FYTD Feb 2013	Change	FYTD %age Change
Serious acquisitive	6881	7837	-897	-12.2%
Robbery	219	227	-14	-6.1%
Domestic burglary	2936	3120	-184	-5.9%
Violence with injury	3144	2602	+542	+20.8%
Serious sexual	496	375	+121	+32.3%
Rape	229	159	+70	+44.0
TNO	44,531	48,467	-3936	-8.1%
Serious Acquisitive and violence with injury	10,025	10,439	-414	-4.0 %

a. Domestic Burglary

The Force has maintained the improvement in performance in domestic burglary reduction achieved during Operation Candlelight before Christmas and to that end, domestic burglary was revisited by the Deputy Chief Constable’s Crime Performance Board in February. We have seen a reduction in offences compared with the same point last year, although an area of note is the east of the county which had experienced a rise in burglaries after Christmas. This is being treated as a top priority by the local management team; burglaries are now falling again, and it is anticipated that they will return to an overall reduction by the end of the financial year. As a Force we continue to focus on domestic burglary as it remains a serious contributor to our total level of serious acquisitive crime and is of concern to Surrey residents.

Examples of work being done to reduce burglary:

- Working with Woking Borough Council, the Crime Reduction Advisor (CRA) has distributed over 300 Selecta DNA kits to houses in burglary hotspot areas. At the same time letters have been hand-delivered to local suspects for burglary and handling-stolen-goods, outlining the distribution of the kits and the consequences of being identified by it. Similar letters are being delivered to second hand shops in the area.

- Householders in Guildford and Surrey Heath are being advised to be vigilant to home security after a number of crimes since the beginning of the year in which offenders have gained entry by forcing windows when the properties have been unoccupied. Surrey Police has been working to educate householders as to what burglars look out for prior to committing a burglary as well as other crime prevention advice.

b. Violent Crime

Town Centre Violence

The level of reported 'violence with injury' remains higher than for the same period last year and consequently this was the area of scrutiny at the January Crime Performance Board with a particular focus on town centre violence. Areas highlighted for continued effort include working with local licensing authorities to encourage and support licensing reviews of those premises that fail to prevent violent behaviour, and reviewing the resourcing of Operation Nightguard (our town centre violence operation).

Success for #WaryLittleXmas

Operation Yuletide, which ran over the most recent Christmas and New Year period, has been reviewed. Results show that during its three week run, reports of 'violence with injury' in key town centre locations across Surrey fell by 41.2% compared with the same period the previous year. Under the strapline 'Have yourself a wary little Christmas', the campaign aimed to educate and empower the public to keep themselves safe by exercising caution while enjoying the festivities; it also sent a strong message to potential offenders that we would be robust in dealing with poor behaviour. The tactic was to intervene early, preventing incidents from escalating. Another key focus of the campaign was the risk of theft, such as purse dipping and pick-pocketing; this reduced by 28%. We also had great success and engagement with our innovative social media activity; our Twitter messages reached 700,000 accounts, while our Facebook posts were seen by over 150,000 people. In particular, a crime prevention rap encouraging partygoers to stay safe, which was sent to DJ Tim Westwood, was re-tweeted to his 428,000 followers in advance of his appearance at the Guildford Casino night club.

Domestic Abuse

Domestic abuse has accounted for around 30% of the overall violence with injury in Surrey so far this financial year. The Force continues to encourage the reporting of domestic abuse, and reported domestic-related violence with injury has increased over the last year. Surrey Police took part in a campaign by the Surrey Against Domestic Abuse (SADA) partnership which launched on 27th January. The joint effort between Surrey Police and 'Your Sanctuary' encourages people to raise awareness of domestic abuse and for early reporting to help break the cycle of it. The campaign asked people experiencing it or their friends and family members to 'take the first step' and contact the police, domestic abuse outreach services, or Crimestoppers. Throughout the campaign period, domestic abuse-related offences reported to Surrey Police increased by 18.7% on the previous year. We also reached over two million people on Twitter and Facebook; 250,000 people listened to the radio adverts, SADA's website readership increased by over 140% and 1,000 people watched the YouTube domestic abuse video in the first three days.

c. Serious Sexual Offences

Surrey Police continues to record increased levels of sexual offences. This is encouraging and we continue to work closely with partners to raise awareness and encourage victims to come forward and report crimes, confident in the knowledge that they will be supported. We are

planning a media campaign with our partners in the spring to further underpin this message. We also continue to work closely with the Surrey Sexual Assault Referral Centre (SARC), which is a joint project with NHS Surrey that provides victims of rape and serious sexual assault with medical care and counselling. The SARC has facilities to allow for the forensic examination of victims which can assist any subsequent police investigation. We are raising awareness of the SARC with partners through the Safeguarding Adults and Safeguarding Children Boards.

Her Majesty's Inspectorate of Constabulary's Rape Monitoring Group published data on adult and child rape for the 2012/13 financial year at the end of January. The report reveals that Surrey has a lower than average 'no crime' rate for rape offences and the level of rape per head of population is lower than that in most other Force areas. Current data will show increases on the levels from that reporting period.

Detection Rates

The below table shows headline crime detection figures in Surrey. As can be seen, detection rates have seen a drop compared with the previous year; however performance is improving with the gap to last year's performance levels narrowing for many crime types. In relation to rape, this is mostly due to changes in the recording of rape allegations.

Detection Rate	FYtD Feb 2014	FYtD Feb 2013	%point Change	FYtD %age Change
Serious acquisitive	9.7%	12.9%	-3.2%	-24.8%
Robbery	25.6%	34.8%	-9.2%	-26.4%
Domestic burglary	11.8%	14.6%	-2.8%	-19.2%
Violence with injury	38.5%	45.6%	-7.1%	-15.6%
Serious sexual	29.8%	39.7%	-9.9%	-24.9%
Rape	20.1%	29.6%	-9.5%	-32.1%
TNO	27.1%	30.7%	-3.6%	-11.7%
Serious acquisitive and violence with Injury	18.7%	21.1%	-2.4%	-11.4%

a. Domestic Burglary

Although the detection rate for domestic burglary is slightly lower than at the same time last year (FYtD), this remains an area of focus for the Force. We are moving in the right direction with the overall detection rate now standing at 11.8%; this is due to increases in both primary and secondary detection rates. It represents a month-on-month improvement and performance is now the highest since July 2013. February was a stand-out month and we achieved a detection rate of 35.6%.

The rate of primary detections has increased from 7.0% (FYtD Nov 2013) to 7.6% (FYtD Feb 2014). Our forensics department is undertaking a number of activities to increase primary detections; work includes a refresher course on fingerprints which has led to an improvement in performance amongst those who have attended so far. Work is also being done to improve the tasking and attendance of Crime Scene Investigators (CSIs) as well as enabling them to take DNA swabs in relation to glove markings. In addition to this, we are launching a footwear service in April, which aims to increase our detection opportunities through identifying footprints. There has been an increase in secondary detections from 2.8% (FYtD Dec 13) to 3.2% (FYtD Feb 14) due in part to the work of the 'Taken Into Consideration' (TIC) team who have achieved a significant number of detections since their launch in August. They are now building on this success by developing relationships with the TIC teams in neighbouring forces.

b. Violent Crime

Detection rates for violent crime with injury remain below the level for the same period last year, however the picture is now improving and the deficit is reducing. There have been 1074 detections FYtD to the end of February which is up 174 on the same period last year. We recognise however, that there is still progress to be made. Examples of ways through which we are seeking to increase detections include pursuing victimless prosecutions for domestic violence when the victim is unwilling to support a prosecution (often through fear) by the collection of evidence such as photographs of injuries; these are very impactful and can assist in attaining a positive charging decision from the Crown Prosecution Service.

c. Serious Sexual Offences

Our detection rate remains high when compared with other Forces and as of January 2014 we were 5th nationally. We have maintained the same number of detections as last year, however the increased level of reporting this year is having the net effect of lowering the detection rate. Surrey Police is considering options to allow for changes and increased staffing in this specialist area as part of the Specialist Crime Lead Force collaborative arrangements to improve our performance.

The Force continues to promote awareness of Child Sexual Exploitation (CSE) and constantly considers how to provide the best response to crimes against children that fall into this category. Over the next four months we are supporting a campaign led by the Lucy Faithful Foundation to help parents in Surrey understand CSE, by holding awareness sessions in secondary schools and distributing leaflets on how to spot the signs of CSE as well as how to talk to their children about it. The hard hitting play Chelsea's Choice, which warns young people of the dangers of CSE, continues to be shown in secondary schools across the county and we expect to see an increase in intelligence about, and reporting of, CSE following this.

Sexual offender jailed after over ten years of relentless pursuit

Neil Robinson was sentenced to 12 years imprisonment following a lengthy investigation after pleading guilty to several charges, including sexual offences and possession of indecent images of children. Robinson had been wanted by Surrey Police for more than ten years; it was believed that he had fled the UK in around 2002 and was living abroad. In September 2012, a re-appeal for information on his location on BBC's Crimewatch programme resulted in information that he had been living in China and working in schools in Beijing. After more enquiries and international media coverage, Robinson handed himself in to Chinese authorities in April 2013. Surrey Police worked closely with the Foreign and Commonwealth Office and the Chinese authorities over several weeks to arrange for his return to the UK, upon which he was arrested and taken into custody.

Prolific sex offender sentenced to 33 years imprisonment

Darren Jeffries was convicted of multiple offences against 9 victims aged between two and 17 years across numerous counties over a period of 13 years, following two separate trials in October 2013 and January 2014. He was sentenced to 33 years imprisonment and must serve a minimum of two thirds of his sentence before he can be considered for release. He was also given an extended period of license of six years. A dedicated team of officers spent nearly a year tracing victims and putting together the cases which have brought him to justice.

Drugs

The force continues to target those who produce and supply drugs, as demonstrated by the following recent activity:

12 people given a jail sentence following dawn raids targeting class A drugs in January – Op Beet

Twenty-two people were arrested following police raids on more than 30 properties in Horley, Redhill and London as part of Operation Beet, an investigation into drug dealing in East Surrey. Around 270 police officers were involved in the execution of the warrants including detectives, dog handlers, search teams, police support units and rapid entry teams. The raids followed months of planning after intelligence suggested that class A drugs were being dealt from various addresses in East Surrey and London. Twelve of those arrested have pleaded guilty and been given custodial sentences of between 12 and 44 months. A further 10 people have appeared in court in connection with the raids; seven are to be sentenced at a later date.

Six arrests during a raid in Farnham

Six people were are arrested following a raid on a property in Farnham, as a result of intelligence gathered by the Safer Neighbourhood Team. Two rooms in the property were searched and a large quantity of cannabis and several mobile phones were seized. All suspects have been bailed while enquiries continue.

Four men charged with class A drugs offences following a warrant in West Molesey

Four men have appeared in court charged with drugs offences following the execution of a warrant at an address in West Molesey. Officers carried out a thorough search of the property and seized a large quantity of white powder believed to be cocaine together with a number of other items of equipment. All four have been charged with conspiracy to supply class A drugs and remanded in custody.

Tackling Drugs in Schools

The Force is continuing its work to understand the issue of drugs in schools. It is recognised that a number of agencies have relevant information concerning this, and health and treatment data was analysed at a recent partnership meeting; this data shows a reduction in the number of young people requiring drug treatment, and it is in the process of being amalgamated with other data sources. Assistant Chief Constable Gavin Stephens is leading on work to produce a multi-agency problem profile, using our intelligence, treatment information, surveys, and information from schools and outreach services (current surveys will be amended to build in new and relevant questions). He is reinstating a quarterly meeting to coordinate all of our activity in relation to young people.

Examples of recent work to target the problem include:

- The Woking Youth Intervention Team taking part in awareness sessions with approximately 300 pupils aged 11- 16. The session included 'Be Smart Be Safe' which involved prisoners from HMP Send giving short impactful sessions outlining their history of offending and how this was influenced or impacted by the use of controlled drugs. This had a very 'real' effect on the pupils.
- Neighbourhoods Officers in Waverley working closely with the licensees at a local project over a period of time to target some tenants, who were believed to be dealing drugs to youths outside local schools. A significant amount of useful intelligence was gathered and this

resulted in a drugs warrant being executed. Six people were arrested and drugs, drugs paraphernalia and several mobile phones were seized. Following the warrant, the Farnham Safer Neighbourhood Team visited local schools and the project to consolidate the good work.

Tackling Organised Criminal Groups (OCGs)

Surrey Police has dismantled 13 OCGs so far this financial year with more awaiting sign off this month. Of those OCGs confirmed as dismantled, around half of them were concerned in the supply of illegal drugs and one was involved in robberies.

Examples of Good Zero Tolerance Policing

- Police in Waverley, working closely with the Department of Work and Pensions (DWP) and Trading Standards, have executed a warrant under the Fraud Act and arrested a man suspected of defrauding the DWP of over £60,000.
- A Section 30 Dispersal Order has been obtained to deal with antisocial behaviour around the Community Centre in Leapale Lane and a shop called 'UKSkunkworks' in Guildford. In excess of 35 warnings have been issued and there have been 11 arrests for breaches of this order so far.
- In January, fly-tippers who had just dumped a large amount of rubbish near Copsem Lane, Esher, were arrested. Their vehicle was also seized.
- Police in Epsom have arrested and charged a male following numerous repeat thefts from Marks and Spencers totalling over £1000 in just a few days. A Police Community Support Officer identified the suspect from CCTV and a team effort followed with store staff, Business Watch and local patrols, resulting in the apprehension of the suspect.

Custody

The Force recognises that a zero-tolerance policing approach requires suitable provision of custody spaces and efficient custody procedures. The below table shows that the number of arrests has notably increased across all areas in the county:

Custody Suite	FYTD Jan 2014	FYTD Jan 2013	Change	FYTD %age Change
Eastern	4587	4201	386	+9.2%
Reigate & Salfords	4587	4201		
Western	7873	7413	+460	+6.2%
Guildford	5320	4244	+1076	+25.4%
Woking (closed 04/11/13)	2553	3175		
Northern	4739	4253	+486	+11.4%
Staines	4739	4253		
Total	17199	15873	+1326	8.4%

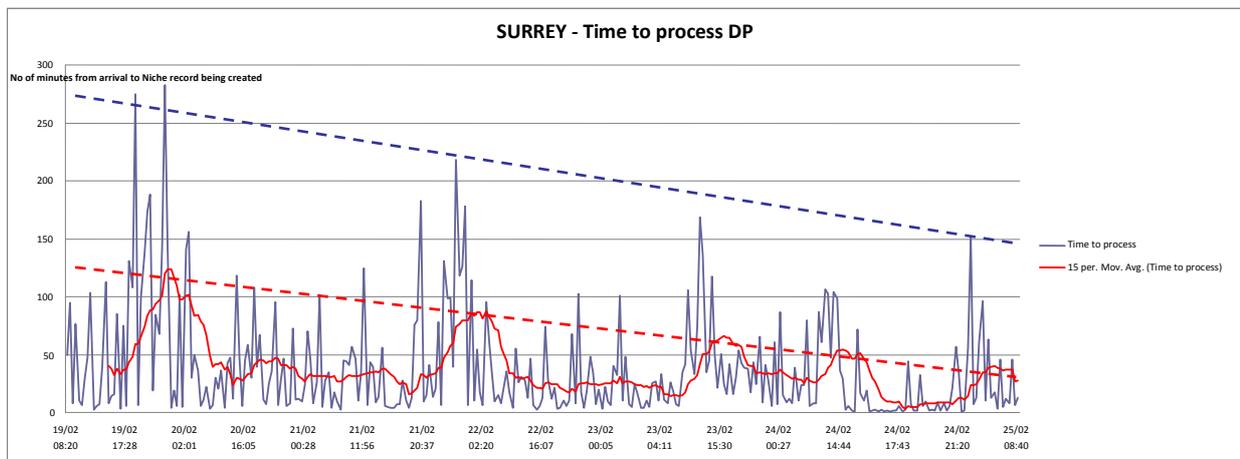
The total number of arrests FYtD has increased by 8.4% when compared with last year. There have been increases across most Home Office offence classes with some notable examples including murder (+125% or 10 more arrests) and attempted murder (+242% or 29 more arrests), child abduction (+150% or 3 more arrests), aggravated domestic burglary (+114% or 16

more arrests), violent disorder (+100% or 13 more arrests) and rape of a male aged 16 and over (+250% or 5 more arrests).

The below table shows the increased arrest figures across a range of crimes:

Offence	FYTD Jan 2014	FYTD Jan 2013	Change	FYTD %age Change
Domestic Burglary	488	519	+31	+6.3%
Robbery	162	185	+23	+14.2
Theft	186	203	+17	+9.1%
Theft of Pedal Cycles	104	132	+28	+26.9%
Criminal Damage	629	682	+53	+8.4%
Regina Offences	738	856	+118	+16.0%
Assault with Injury	1368	1469	+101	+7.3%
Assault without Injury	957	1227	+270	+28.2%
Harassment	188	258	+70	+37.2%
Sexual Offences	387	360	+27	+7.5%

Surrey Police use a range of indicators to evaluate the performance of our custody centres, including the measurement of average waiting times for arrested people to be booked in. It is recognised that these can fluctuate throughout the day and from centre to centre, and are likely to be affected by changes in business systems and processes such as the recent implementation of the Niche RMS custody module. The below chart shows waiting times at custody centres immediately following the implementation of Niche:



The blue line shows actual time waiting to be booked into custody (time of arrival to time of detention being authorised), and reveals some significant variation from case to case. The red line shows these waiting times averaged over a rolling series of 15 detainees, and gives a better indication of progress over time. We are now at a point where we are returning to waiting times comparable to those experienced using the previous Crime Information System (CIS), but with the benefit of a better system; from the chart it is clear that waiting times have reduced since day 1 of Niche go-live, both in terms of peak waiting times reducing, and in terms of the averaged waiting times reducing over time, as operators have become more familiar with the system.

2) More Visible Street Policing

Seizure of Assets

POCA performance summary for current financial year to 28/02/2014

The below table shows the successes so far in relation to POCA seizures for this financial year:

POCA scorecard	FYtD 2013/14	FYtD Aspiration	EOY 2013/14 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£1,208,056.75	£666,666	£1,000,000
Volume of confiscation orders	53	33	50
Value of confiscation orders	£967,537.33	n/a	n/a
Number of restraint orders	8	n/a	n/a
Number of cash seizures	53	47	70
Volume of cash forfeitures	21	n/a	n/a
Value of cash forfeitures	£240,519.42	n/a	n/a

Surrey Police are developing proposals to better-support the PCC's Police and Crime Plan and further increase the level of cash seizures. Activities included in the plan include articles in staff publications to raise awareness, joint development of a framework collaboratively with Sussex Police, the recruitment of a new Financial Investigator for the Economic Crime Unit as well as the revision and circulation of the cash seizure guidance in consultation with the Targeted Patrol Teams.

It is recognised that the PCC is keen to ensure that seized money is directly used for visible policing on the streets. Previous seizures have been used to fund Financial Investigators and community initiatives; ACC Cundy is leading work to review how the Force uses POCA funds to focus on visible street policing rather than investigative roles. Options are being considered to ensure that a source of funding for the Financial Investigators is maintained, as their work is crucial for seizures, and these will be discussed by the Chief Officer Group this month.

Resource Availability and Sickness

	FYTD 2013/14	FYTD 2012/13	Change	FYTD %age Change
Resource availability	91.9%	94.5%	-2.6%	-2.8%

Resource availability continues to perform over the 90% threshold. The rate has decreased steadily to 91.9%, which is 2.6% below the level recorded for the same period last year; the difference against last year is wholly within police staff.

Police Officer sickness (rolling 12 months)	2.5%
Police staff sickness (rolling 12 months)	2.6%

The percentage of working hours lost due to police officer sickness over a rolling 12 month period also continued to remain low, which puts Surrey Police well within the first quartile (25th percentile) when compared nationally. The force figure equates to an average of 6.5 days per officer.

Surrey Police Special Constabulary

There are currently 201 officers in the Special Constabulary; 165 of them are operational at present. Training of the new recruits is progressing well, with those from the first intake who passed their course already operational; the second intake is still in training and the third intake is due to commence training at the end of March. Over the last couple of months, the Special Constabulary has been working alongside regular officers to support flood relief efforts; this support ran to 35 Specials in one day at its peak.

The excellent work of the Surrey Special Constabulary was recognised at a recent awards ceremony. Of note, Special Inspector Stacey Wallis won the award of Special of the Year; she joined in 2006, and has since become an Investigating Officer as a member of police staff. She has been involved in almost 100 arrests, and taken part in a number of proactive operations. Stacey has gone on to be shortlisted for the South East regional award. Two other officers were also shortlisted for Surrey's Special of the Year award, with other awards being given to officers who had made the most arrests, achieved independent patrol status, and completed three and five years of service.

Police Community Support Officers (PCSOs)

PCSO powers have not changed since previous reports, consisting of national powers that are available to all PCSOs across the country and a number of additional ones chosen by Surrey Police from a menu of further discretionary powers available to all forces. The specific number of PCSOs is changing as part of the Neighbourhood Policing Review; PCSOs will continue to play a crucial and visible part of Safer Neighbourhood Teams, assigned to local areas, and the Force is assessing the exact mix of PCSOs and police officers to ensure local teams are able to engage with and be visible to the local community, and also proactively tackle the issues of concern with suitable enforcement activity.

PCSOs will have a key role to play in the joint enforcement scheme, based on the approach taken by the London Borough of Newham whereby council workers also wear uniforms, patrol the streets, and carry out enforcement activity. Spelthorne and Reigate and Banstead Borough Councils have both expressed an interest in being pilot sites within Surrey and Surrey Police is working to support both councils and the PCC with this work. The first pilot is in Reigate and Banstead borough, and involves council staff such as street wardens, park rangers, weights and measures officers and planning enforcement officers. The Force is conscious of the important role that PCSOs, with appropriate powers, play in such initiatives.

Introduction of Niche Case and Custody

The final two modules of the Niche RMS computer system, which was introduced to replace the outdated Criminal Information System (CIS), went live on 19th February. The Case and Custody modules complement the Crime, Investigation and Intelligence component which launched in November 2013. The Case module enables even more collaborative working, not only with Sussex Police, but also criminal justice partners such as the Crown Prosecution Service and courts; meanwhile the Custody module sees paper records replaced with electronic whiteboards that can be accessed remotely by supervisors as well as other staff in both Surrey and Sussex. This enables the remote reviewing of detention logs. Booking in will also be more streamlined with electronic signatures and photographs embedded in detainee records. There have been some short-term delays with regard to the use of the Custody module, and specialists are actively working on the system to rectify these.

New moves to improve mental health response

A new initiative has been launched by Surrey and Borders NHS Partnership Trust (SABP) that is hoped will significantly decrease the amount of time that officers need to spend dealing with repeat individuals who are either detained under s136 of the Mental Health Act or repeatedly presenting at Accident and Emergency departments. Each quarter, SABP and the Force now compile a list of the top 10 individuals and a Crisis and Contingency Plan is developed by SABP for each person and added to their record. Officers dealing with these individuals will still have the discretion to decide what action to take and what powers to use, but the plans may offer alternatives to taking them to hospital or detaining them under the Mental Health Act.

The new Mental Health Concordat has now been launched and ACC Cundy is working with partners to translate the Concordat into local action in Surrey.

Making Best Use of Police Time Inspection

Inspectors from Her Majesty's Inspectorate of Constabulary (HMIC) visited Surrey Police in February as part of the Making Best Use of Police Time inspection. This is part of a national programme where all forces are visited to examine performance and activity relating to the main three areas of police attendance, preventative policing, and the freeing up of police time. Formal reports will be published nearer the summer, however the initial feedback was positive across all three areas, with 'response' activity and performance, a preventative culture including our predictive calendar and campaigns, and programmes of activity to better understand and manage demand and to implement mobile data all standing out positively.

Example of Good Visible Policing

- The Guildford Safer Neighbourhood Team held a Crime Prevention Day on 19th February to tackle shed breaks, bike security and burglaries in the borough. Local officers were at the two big supermarkets in the town throughout the day, speaking to shoppers and giving out crime prevention material as well as providing property marking services.

3) Putting Victims at the Centre of the Criminal Justice System

Call Handling and Response Times

The below table shows that emergency call handling performance remains strong with FYtD figures to the end of February involving 92.8% of emergency calls being answered within 10 seconds. Performance for non-emergency calls is notably lower, whereas attendance times for both grade 1 and grade 2 incidents remain good.

	FYtD Feb 2014	FYtD Feb 2013	%point Change
% 999 calls answered within 10 secs	92.8%	93.3%	-0.5%
% non-emergency calls answered within 60 secs	66.7%	66.9%	-0.2%
% grade 1 incidents attended in 15 mins	82.0%	82.8%	-0.8%
% grade 2 incidents attended in 60 mins	83.6%	87.8%	-4.2%

Since the introduction of Niche our non-emergency call handling times have continued to fluctuate as a result of longer call durations. This remains an area of focus on a daily basis and

we expect that our performance will stabilise as operators become more familiar with the new system.

The following table shows the number of reported incidents that we have been attending this financial year compared with the last:

	FYtD Feb 2014	FYtD Feb 2013	Change	FYtD %age Change
Number of grade 1 incidents attended	30,546	27,317	+3,229	+11.8%
Number of grade 2 incidents attended	55,005	55,812	-807	-1.4%
Number of grade 3 incidents attended	39,298	41,540	-2,242	-5.4%
Total attended	124,849	124,669	+180	+0.1%

As can be seen from the above table the number of incidents attended by Surrey Police has remained broadly the same as for the equivalent period last year. Notably there is a shift in priority of the incidents attended with an increase of nearly 12% in the number of grade 1 incidents attended and a fall of over 5% in the number of grade 3 incidents attended. There has been no obvious change in policy to account for this, and research is being carried out to understand it.

College of Policing Review of Contact and Deployment

The College of Policing were invited to visit the Force for three days in February to carry out a peer review of our contact and deployment processes and systems. The full report is not available yet but initial feedback is that we manage risk, threat and vulnerability appropriately, whilst more can be done to reduce demand and resolve the impact of Niche on our performance. The College noted that there was a clear and positive desire to do the right thing for the public by the officers and staff who they spoke to.

Resource to Demand

As one part of the 'Resource to Demand' review, the Force has been looking at demand profiles and ensuring that shift patterns are focused on having more resources working at times of peak demand. As such, new shift patterns were brought in on 2nd February for Criminal Investigation Department (CID) and Targeted Patrol Team (TPT) to maximise numbers of officers and staff working when incidents and crimes are reported, and need investigating. Of note, the new TPT pattern is using an innovative approach of putting small proportions ('sub-teams') of early and night shifts onto more of the late shifts when demand is higher, but without the damaging effect on team morale and leadership that 'staggering' causes. As a result, there are more 'feet on the street' when needed. The new TPT pattern means that Surrey and Sussex response teams, firearms teams and Surrey custody centres are all aligned, with the Force Control Room to follow in April; this allows for much better working between teams, as they know and work with each other, with ultimately better service to the public.

Victim Care

The below table shows that the Force has maintained the improvements reported on at the last management meeting.

	FYtD Jan 2014	FYtD Jan 2013	%point Change	FYtD %age Change
Overall crime victim satisfaction	86.2%	85.4%	+0.8%	+0.9%
	FYtD Jan 2014	FYtD Jan 2013	%point Change	FYtD %age Change
ASB victim satisfaction	80.5%	79.5%	+1%	+1.3%

The current FYtD figure for overall crime satisfaction (burglary, vehicle crime and violent crime) is 86.2%; the year end 2012/13 figure was 85.8%. By indicator question, 'Kept Informed' (a key driver to overall satisfaction) has seen a statistically significant increase in satisfaction (+2.9% points compared to last year). The rolling year satisfaction gap has notably reduced from 3.6% points to 2.0% points. Satisfaction for BME victims has increased by 2.7% points in the last 12 months.

FYtD satisfaction for anti-social behaviour (ASB) is 80.5%, which is 0.7% points higher than year end 2012/13. All three incident types (nuisance neighbours, rowdy/inconsiderate behaviour and vehicle nuisance) have improved compared with last year.

Criminal Justice

The number and outcome of trials are recorded by the courts system. A trial which commences on a scheduled date and reaches a conclusion is recorded as an 'effective' trial. An 'ineffective' trial does not commence on the due date and requires re-listing. In contrast, a 'cracked' trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion. Cracked trials are usually the result of a late guilty plea being entered by the defendant on the day, or where the prosecution offers no evidence against the defendant. Current performance data for the Surrey Criminal Justice area is shown below:

	Surrey FYtD Jan 2014	Surrey FYtD Jan 2013	Surrey Q2 2013/14	National Q2 2013/14
% of effective trials (Crown court)	50%	52%	48%	52%
% of cracked trials (Crown court)	29%	28%	32%	36%
% of ineffective trials (Crown court)	21%	20%	19%	13%
% of effective trials (Magistrates court)	38%	47%	40%	45%
% of cracked trials (Magistrates court)	37%	34%	35%	38%
% of ineffective trials (Magistrates court)	25%	18%	24%	17%

The table shows that the local Criminal Justice area performed below the national average in terms of levels of effective trials at both Magistrates and Crown courts in Q2, with reductions when compared with last year. Surrey Police is developing its partnership performance framework to improve how the Criminal Justice System supports victims and witnesses.

Flooding Impacts for Surrey Police: December 2013 – February 2014

The county of Surrey has been significantly impacted by the adverse weather conditions experienced since Christmas 2013. This can be broken down into two distinct weather events, each with varying degrees of impact.

- Christmas / New Year – widespread flooding affecting large areas of the county covering all three geographic divisions.
- February 2014 – Significant flooding of the lower Thames area within North Surrey Division (this could arguably be viewed as an extension of the Christmas flood event) and issues affecting the East of the county around the A22

Surrey Police, working with its Local Resilience Forum (LRF) partners, undertook a coordination role with a Strategic Co-ordination Group (SCG) established to oversee the response for the county. Officers were drawn from on-duty resources to support partners in the flood relief effort with minimal impact on day-to-day business. After the initial impacts had started to recede from the wider county, attention focused towards the Thames which takes up to 5 days to feel the impact of the weather. A dedicated Silver (Tactical Co-ordination Group (TCG)) was set up at the Runnymede Borough Council offices to co-ordinate activity, chaired by the North Surrey Divisional Superintendent Operations. Policing resources to support this were drawn from the Spelthorne, Runnymede and Elmbridge neighbourhood policing teams working in their own affected areas. The Sussex Police-led Operations Command then assumed responsibility from North Surrey making this the first incident managed by the new command since its formation on 1st October 2013.

As conditions in February worsened, plans were put in place to deal with the anticipated flooding. When the Environment Agency issued severe flood warnings for the Thames, which was already inundated from the previous flood, an SCG was again established and once the flooding was declared a major incident this escalated into a full Strategic Co-ordination Centre (SCC) with key partner agencies establishing themselves at Mount Browne. This included Fire, Ambulance, Surrey County Council, the Environment Agency, the Resilience and Emergencies Division of the Department for Communities and Local Government, and the military. Over 110 officers per day were drawn from across Surrey and Sussex to assist in the flood response providing round-the-clock cover on the ground and working alongside partner agencies. The resilience and specialist support provided through collaboration with Sussex Police has been invaluable.

With the transition from response into recovery led by Surrey County Council, police command and control has reverted from the Operations Command to North Surrey division. A longer term policing plan has been drawn up which will see around 80 officers deployed over the course of each 24 hour period to support affected communities. A dedicated working pattern is being established to minimise the impact on business-as-usual operations for the rest of the county.

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

Public Engagement

Local Policing Boards

There have been recent Local Policing Boards in Elmbridge, Mole Valley, Tandridge, Surrey Heath and Woking, and the results of these have been forwarded to the Police and Crime Commissioner's Office. Issues raised have included noise, speeding, parking and burglaries. They are being actioned by local teams as part of normal business.

In addition to this, Spelthorne, Tandridge and Woking have held their first online policing boards on Facebook. These have proved to be popular and worthwhile; for instance the event in Tandridge attracted over 60 questions which were generally related to local issues, in addition to numerous messages of support and praise for work of the team. The in-depth analysis reports that over 3400 people saw the item on the site and around 1300 actively clicked on it to take part or monitor.

Young People in Woking

Around 1,000 ten and eleven year olds will be taught about personal safety this month as part of the annual Junior Citizen Scheme which is taking place at Woking's Football Club. The scheme is organised by members of the Safer Woking Partnership, which includes Surrey Fire & Rescue, Surrey Police and Woking Borough Council. The three-week educational safety scheme seeks to show children how to stay safe in everyday situations. By breaking down a two-hour session into interactive 'sets', the participating organisations will help the children to develop their skills in managing risk and making decisions about important day-to-day scenarios. This year's scheme will focus on topics including stranger danger, fire safety, advice around 999 calls and hoaxes, being a good neighbour, water safety, anti-social behaviour, internet safety and railways.

5) Protect Your Local Policing

Surrey Police and Joint Command Staff Survey

Wave 16 of the Staff Survey ran from 18th November to 9th December 2013. Each business area is responsible for formalising their action plans based on the survey results, however the following shows some key Force-level findings:

- leadership scored highest whereas development and progression scored lowest; being treated with respect by the line manager scored highest of all the questions.
- Support Services and the DCC's Command had the highest health scores, with Operations, North Surrey and West Surrey divisions having the lowest.
- Police staff had higher health score than police officers.
- Those with less than 6 months service scored highest, with those with 6-12 years service scoring lowest.

Officer turnover rates

The Force 'wastage' rates show the percentage of leavers in comparison to the average headcount over a rolling 12 month period. The 'unplanned wastage' rates refer to the rate of 'voluntary' leavers from Surrey Police; examples include 'transfer to another force' and 'resigned for alternative employment'. 'Planned wastage' is the rate of involuntary leavers such as those who leave due to retirement or where an individual is made redundant. The total wastage includes both planned and unplanned leaving reasons. The Force's unplanned wastage rate for police officers has decreased for the second consecutive month to 2.7% from 3% (equivalent to 54 police officers in 12 months) with Surrey Police remaining in the fourth quartile nationally. This is linked to other forces recruiting transferees and is being monitored through the Workforce Planning & Performance Board. Total wastage for police officers also decreased to 5.5% from 5.7%, which is equivalent to 108 police officers leaving in 12 months; this puts Surrey in the fourth quartile nationally. The increase is attributable to high unplanned wastage.

Police Officer Pay and Conditions

The two year basic pay freeze for police officers will be lifted from 1st April and all eligible officers will be paid an increment. At the same time automatic April increments will cease, to be replaced by increments based upon eligibility not entitlement with officers now being required to meet a minimum level of 'satisfactory' in order to be entitled to a basic pay increment.

The Home Secretary has confirmed that Compulsory Severance will not be introduced for police officers, but went on to say that Compulsory Severance should be a reform that the Government and Police should continue to consider. The Home Secretary approved Winsor recommendation 39 which relates to restricted duties and will affect officers 'who are unable to undertake the full range of duties as a police officer'; further details are needed to enable the Force to implement this change.

Injuries

42 officers have been injured during February by violent suspects, with injuries including bites, twists, sprains, bruising, pain, cuts, grazes, and being spat at in the mouth. Furthermore, an officer was bitten by a dog and 3 officers were injured while trying to chase suspects. None of these injuries have resulted in absence from work, however five resulted in medical examinations.

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

Complaints and Discipline

Since the beginning of the year there have been the following misconduct meetings and gross misconduct hearings:

Hearing or Meeting	Allegation	Outcome
Meeting	Accessing crime information systems without a policing purpose on 8 occasions.	Written Warning
Meeting	Accessing crime information systems without a policing purpose on 3 occasions.	Not upheld
Hearing	Accessing crime information systems without a policing purpose to view information on ex-partner and their family.	Dismissed Appealed – Appeal not upheld
Hearing	Accessing crime information systems without a policing purpose to view information on their step-son.	Final Written Warning
Meeting	Accessing crime information systems without a policing purpose on 7 occasions to view information on their son.	Written Warning
Meeting	A Special Constable using offensive and insulting language with colleagues when referring to a member of the public involved in an incident which they had previously been called to.	Management Advice
Meeting	Accessing crime information systems without a policing purpose to view information on their brother.	Written Warning
Hearing	Accessing crime information systems without a policing purpose on multiple occasions to view information on persons known to them.	Dismissed
Meeting	Accessing crime information systems without a policing purpose.	Written Warning

Surrey Professional Reference Group

The Deputy Chief Constable (DCC) has this month chaired the first meeting of the newly-formed Surrey Police Professional Reference Group (PRG). PRG is a voluntary body of independent lay people, drawn from the community in Surrey who have strong connections with the county, either as a resident or through work connections, and whose backgrounds and range of knowledge, skills and experience could assist at a corporate level with organisational-related decision making. This could span a number of areas, from challenging issues through to business planning where it is considered that their perspective, opinion or expertise could add value. The Group is overseen by the DCC and will convene, as a minimum, bi-annually to check in and review the working relationship and/or discuss issues.

Productivity Pilot

Work is currently underway to develop and deliver a performance management tool that provides quantitative and qualitative data. This will provide the Force with the ability to establish the cost of specific activity and enable managers to quantify productivity and performance trends within their teams. In time it is hoped that the product will provide a range of activity and outcome data at individual, team and geographic level.

Phase 1 will establish an on-line Key Performance Indicator (KPI) tool using existing datasets. This includes arrests; stop searches; sickness absence; detected crime by officer/type/disposal and length of investigation.

Phase 2 seeks to extend this dataset considerably, the only parameter being that the data must be capable of extraction from core systems, thus eliminating bureaucratic and unproductive manual data collection. Focus groups have already been held with operational managers to determine critical data sets that will focus activity on Force priorities. Extracting and presenting the data is likely to require investment from ICT and performance management to exploit the considerable data available.

Phase 3 seeks to brigade appropriate data that comprehensively captures milestones that typify the "life of an event". Moreover it aspires to deliver a link from KPIs to a mapping tool to allow visibility of activity by geography. Perhaps most importantly this 'proactive' KPI data could be viewed by 'forager' and priority tasking areas, providing a valuable tool to determine the impact of proactive measures on crime. Similarly 'reactive' data could be utilised to further inform 'real-time' geographic crime

Standards of Police Driving

The below table shows the number of police vehicle collisions whilst responding to incidents, and specifically how many of these are 'multi-vehicle' collisions as well as the number of speed and red light camera activations.

Police Vehicle Incidents	FYTD Jan 2014	FYTD Jan 2013	Change	FYTD %age Change
Collisions involving vehicles responding to an incident	68	68	0	0%
Response multi-vehicle collisions	18	26	-8	-30.8%
Speed and red light camera panel incidents for vehicles on response and surveillance activities	113	132	-19	-14.4%

As can be seen from the table, the number of ‘response’ collisions FYtD to January 2014 has remained the same compared to the same period last year; the largest number of these (26) consists of multi-vehicle collisions, followed by kerbing (14) and hitting static property (8). Multi-vehicle collisions include any incident where there is more than one vehicle, and may be as minor as two wing mirrors clipping each other. Any damage to vehicles whilst in use is recorded as a ‘collision’; the vast majority of these involve minor incidents, such as damage caused by potholes, a chipped windscreen, or damage to a wing mirror, wheel or bumper. To put the numbers into context, response vehicles cover a combined total of around 5,200,000 miles a year so this is an average of around one collision per 64,000 miles or one multi-vehicle collision per 241,000 miles for response vehicles.

The following table provides data on activations of speed and red light cameras by police vehicles:

Red light and speed camera activations for vehicles on response and surveillance duties	FYTD Jan 2014	FYTD Jan 2013	Change	FYTD %age Change
Exemption Granted	75	118	-43	-36.4%
Exemption Granted Words of Advice Given	17	10	+7	+70%
Exemption Granted Risk Points Awarded	0	2	-2	-200%
Exemption not Granted Risk Points Awarded	2	1	+1	+100%
Exemption not Claimed Risk Points Awarded	0	1	+1	+100%
To be heard at next panel meeting	19	N/A		
Total number of Incidents	113	132	-19	-14.4%

All speed and red light camera activations by police vehicles are reviewed by the Force’s ‘Speed and Red Light Panel’. The panel is chaired by a Superintendent or police staff equivalent, and includes representatives from our Professional Standards Department and driving school. As can be seen from the above table, the number of activations has fallen compared with the same period last year from 132 to 113. Of the 94 incidents which have been reviewed by the panel so far exemptions were granted for 92, with words of advice (e.g. where activations were legally justified but the driving style required intervention) being given on 17 occasions; on 2 occasions exemptions were not granted and risk points were awarded. 19 Incidents are yet to be reviewed.

Letters of Thanks

Between the 19th December and 21st February the office of the Chief Constable received 47 letters of appreciation. A large number of these expressed thanks for the way in which the Force responded to the severe weather. Several correspondents were involved in serious collisions on the strategic road network and were grateful for the joint Surrey Police and Highways Agency attendance and support. Five of the letters came from victims of burglary around the county who had been impressed with the response, kindness and professionalism of the staff involved.