

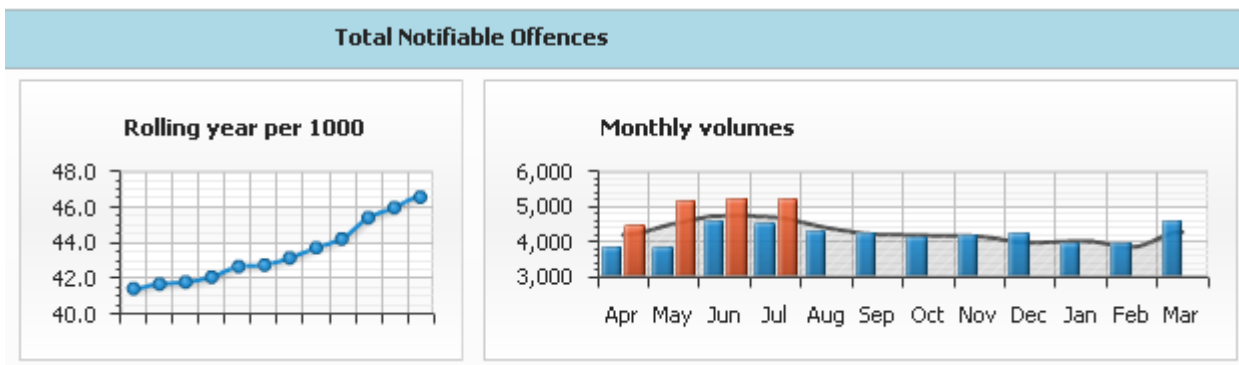
SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

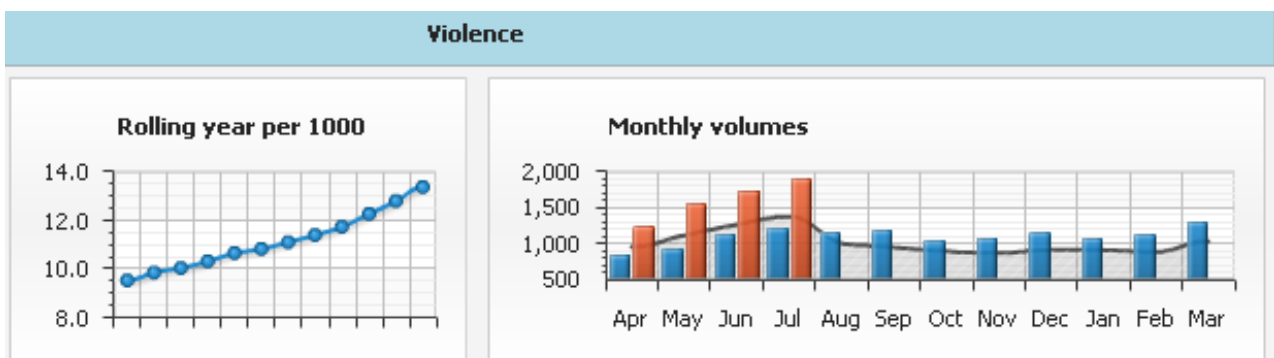
Effectiveness - What work the Force is doing to keep people safe and reduce crime

1) Take a Zero Tolerance Policing Approach

Crime Reduction



As can be seen from the above table the level of recorded crime has been gradually rising in Surrey over the previous 12 months. 21,539 offences have been recorded across the Force compared to 18,154 in the same period last year (an increase of 18.6%). The main contributors to this increase in recorded offences are Violent and Domestic Abuse crimes. Additionally, the introduction of two new offence codes for Harassment offences on the Home Office Counting Rules, under Violence without injury, has contributed to this increase (542 offences, 2.5%). This increase mirrors the national picture.



The rolling year trend is one of increased volumes of violent crime across all three divisions. 2249 offences have been recorded across the Force compared to 1748 in the same period last year (an increase of 28.7%). The improvement in crime recording is thought to have resulted in this

increase, as well as the increase in reported domestic abuse offences, and work continues to be driven through the Office for National Statistics (ONS) to help police forces understand this increase. Furthermore, the addition of two new criminal offences ('Disclose private sexual photographs and films with intent to cause distress' and 'Sending letters etc. with intent to cause distress or anxiety') has increased violent crime records by 8% overall and account for 22% of the violent crime increase this year. The Force is reviewing its response to these reports, many of which are 'one-offs' using social media and similar, and the appropriate way to deal with them.

National Position

Surrey's national position for Violence with Injury is 4th at 4.71 crimes per thousand population. Surrey is also 2nd within its most similar forces (MSF); Thames Valley, Cambridgeshire and Dorset. The national position for Violence without Injury is currently 18th out of the 43 forces.

Domestic Abuse

Domestic abuse-related offences account for approximately 10% of all notifiable offences recorded in Surrey. This exacerbates the increase of violent crime with recorded domestic abuse-related offences increasing by 30.9% (650 crimes) compared with the same period last year. This is likely to be as a result of Surrey Police working hard to increase public confidence, which encourages victims of domestic abuse to report the incident and receive help. Following improvements in recording of 'secondary' offences and a number of campaigns to increase reporting, the Force has experienced a significant uplift in the volume of domestic flagged offences. It is important to view increases in domestic offences as part of a wider national trend of increasing levels of sexual and violent crime. These crime types account for around 80% of domestic flagged offences in Surrey so increases are to be expected.

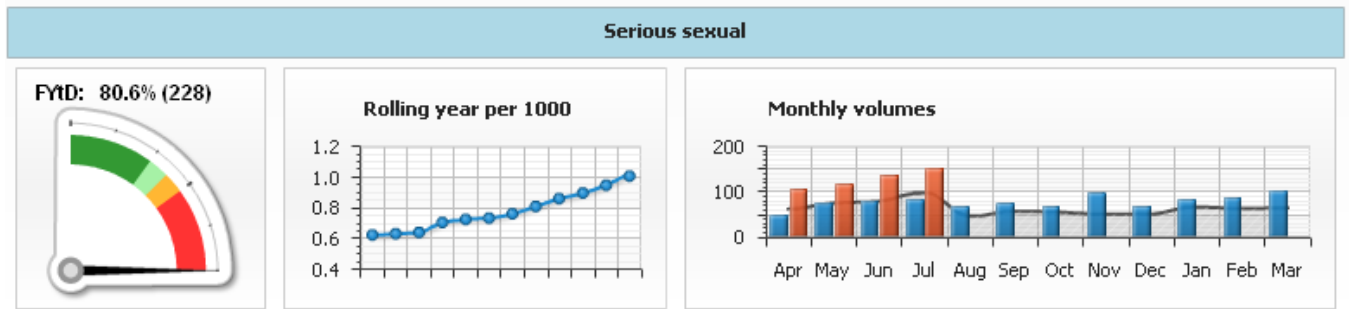
Another system that has been launched in the past few months with domestic abuse-related crime at the centre of it is Transforming Summary Justice. This is a more efficient system for dealing with Magistrates' Court cases and already benefits are being seen. Proactive and effective case management means court issues are solved quicker which relieves stress and anxiety for victims. For example an individual was arrested on domestic abuse charges, was convicted and imprisoned within just 11 days.

Child Sexual Exploitation (CSE)

CSE continues to be a priority for the force and nationally Child Sexual Abuse now forms part of the Strategic Policing Requirement. Many work streams are underway across the Force to prevent or respond to CSE including:

- Training events dedicated to investigation techniques for CSE are being delivered by a national CSE expert over the coming months (funded by PCC).
- Another CSE awareness event is being held in Dorking in November 2015. The event will be aimed at the wider community, local businesses and parents (funded by PCC).
- Since January 2015, the Force has begun recording CSE flagged offences via a new marker added to occurrences which has allowed accurate performance data to be collated for the first time.
- All internal CSE investigation guidance, policies and procedures have been reviewed and refreshed where necessary.
- All 3 divisions now have CSE oversight meetings to ensure greater ownership and visibility of CSE investigations.

- At the end of 2014 a CSE problem profile was drafted to give a force-wide overview and a better understanding of the complexities of CSE. However a joint partnership county wide CSE problem profile has been commissioned with terms of reference drafted.

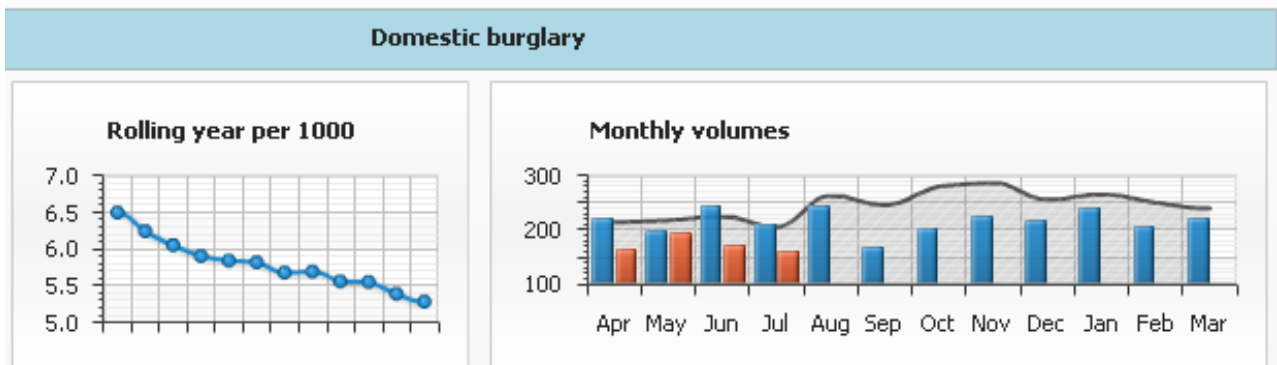


As can be seen from the above, the trend for the year for serious sexual offences is one of increase which is reflected across all three divisions as well as nationally. 542 offences have been recorded across the Force compared to 304 in the same period last year (an increase of 78.3%).

As previously highlighted, the increase in all sexual offences is thought to be due to growing confidence amongst victims that police will treat their complaints seriously as well as our more victim-focused and ethical crime recording processes that we are recording more sexual offences, and recording them sooner.

National Position

The national position for Serious Sexual offences is 4th out of 43 forces at only one crime per thousand population. Surrey is also top of our MSF.

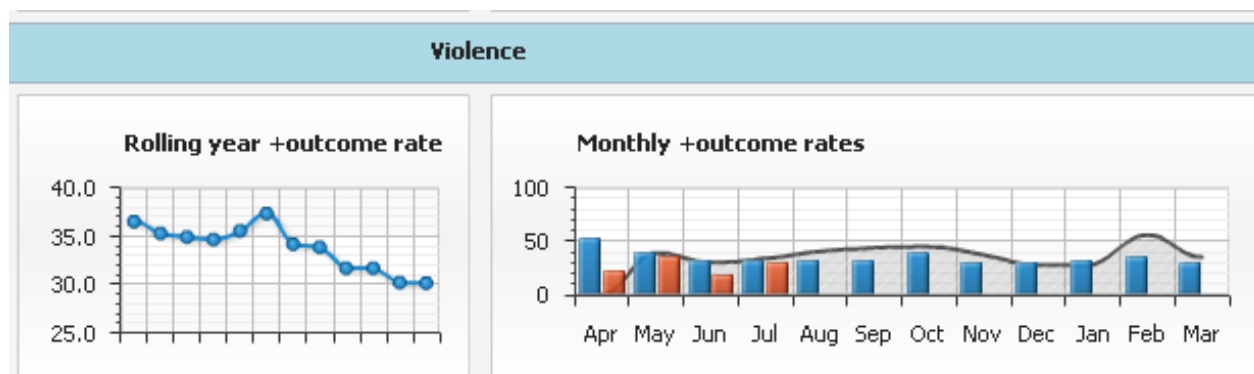


The trend so far for the financial year to date is one of decline with only 730 offences recorded across the Force, compared to 941 in the same period last year (a reduction of 22.4%). This area is a priority for the Force and activity has been driven through the Crime Performance Board as well as locally on division.

National Position

The national position for Domestic Burglary is currently 16th which is a move of 3 places from 19th in the rolling 12 months up to March 2015. Surrey is currently 3rd within our MSF.

Positive Outcomes



A 29.8% positive outcome rate (1945 positive outcomes) has been recorded across the Force compared to 36.4% (1770 positive outcomes) in the same period last year. Violent crime positive outcomes continue to be an area of focus for the Force and there are several strategies in place in order to improve the current position. This includes learning from other forces and how this can be applied to Surrey processes and specific, in-depth briefings have been given to the relevant teams on how improvements can be made in this area. The focus remains on Domestic Abuse and Violence with Injury offences and securing evidence, encouraging victims to support police by giving statements and arresting offenders. The number of positive outcomes has increased this year compared to last year however, the positive outcome rate is suffering due to the increase in recorded crime seen this financial year to date.

National Position

The national position for Violence with Injury is 39th, which is an increase of 2 places from 41st in the rolling 12 month up to 31st March 2015. The national position for Violence without Injury is currently 33rd out of the 43 forces.

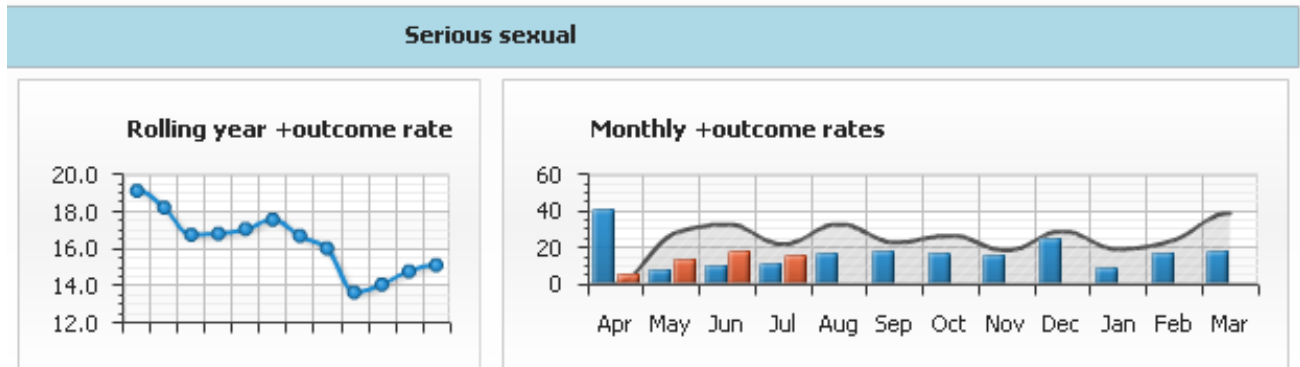
Examples of good work

- London man Nathaniel Johnson has been sentenced to life, with a minimum term of 23 years, after being found guilty of the murder of 24 year old Daniel Sommerville during a violent altercation and stabbing in Guildford in February.
- Serial offender Christopher Guther was sentenced to 26 months imprisonment and fined £900 after stabbing a man in the hand in a Godalming pub.
- Pub landlord Rostam Notarki was found guilty of manslaughter and was sentenced to 7 years imprisonment, along with a further two males being sentenced to 12 months each for perverting the course of justice.
- Persistent offender Daniel Durrant pleaded guilty to taking a moped without consent, a knife point robbery, possession with intent to supply class A drugs and theft from a shop and was given a 22 month prison sentence.

Domestic Abuse

- A man was stabbed to death by his brother following an argument in February. Kevin Harris was found guilty of murdering Mark Harris and was sentenced to life imprisonment with a minimum term of 12 years.

- Local officers located a male and female in a vehicle. The female was covered in blood with facial injuries including swollen eyes, and blood was seen on the vehicle. The female was not cooperative with the officer and was taken to hospital. Officers arrested the male and later the female confessed that the male had assaulted her.



Positive outcome rate for serious sexual offences remains an area of focus and concern for the Force. A 13.3% positive outcome rate (72 positive outcomes) has been recorded across the Force for this financial year to date. There has been a steady improvement in performance for the last 4 months. Whilst the number of positive outcomes has increased year on year, this shows that the reduction in positive outcome rate is as a result of increasing crime levels.

Following extensive reviews and scrutiny at the Crime Performance Board (CPB), the Sexual Offences Investigation Team (SOIT) have revisited their operating procedures and have had a change in personnel which has culminated in increases in performance in this area, almost doubling the rolling year positive outcome rate on the back of month on month increases between February and July.

National Position

The latest national position for serious sexual offences positive outcomes is 35th out of 43 forces; this is an improvement of 4 places compared to the rolling year up to the 31st March 2015.

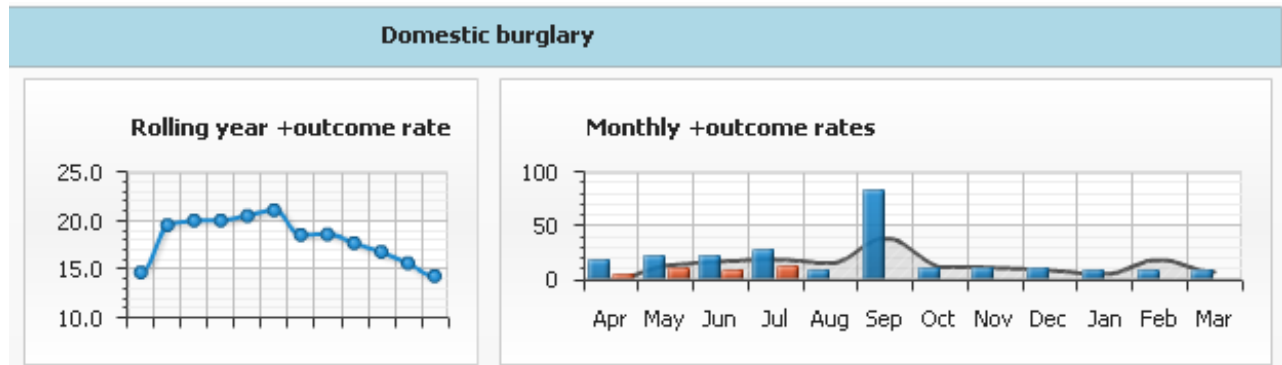
Rape

The changes noted above within the SOIT have also had led to improvements with rape performance. The Force has recorded improvements in this area since February. The FYtD positive outcome rate is 19% (up to 30th August 2015) compared to 0% for the same period last year.

Examples of good work

- An Esher resident has been sentenced to eight years imprisonment and ordered to serve a further six years on license for a series of sexual offences. Nicholas Wright, who was described as obsessive and predatory, was found guilty of five counts of intentionally touching girls in a sexual way.
- A Farnham man has been jailed after secretly filming a teenage girl and accumulating a vast amount of indecent images of children. Andrew Denyer was sentenced to two years imprisonment and has been placed on the Sex Offenders Register and was give a 10 year Sexual Harm Prevention Order.
- Antony Jones from Swindon, previously living in Runnymede and Spelthorne areas, has been imprisoned for a total of 12 years after admitting to a number of historical sexual offences

against two teenage boys. He was also given a Sexual Offences Prevention Order and will be on the Sex Offenders Register for life.



When compared to the positive outcome rate of last year, performance this year has decreased. An 8.2% positive outcome rate (60 positive outcomes) has been recorded across the Force compared to 21.3% (200 positive outcomes) in the same period last year. Both the Charge rate and Taken into Consideration (TIC) rates are lower this FYtD compared to the previous FYtD. The Charge rate is currently at 7.3% (53) compared to 11.6% (109) last year and the TIC rate is 0.5% (4) compared to 9.2% (87). This can be explained by one nominal being charged for 26 offences and 29 TICs being detected for another nominal in the previous FYtD.

National Position

The latest national position for Domestic Burglary positive outcome is 19th out of the 43 forces and Surrey is 3rd within its MSF.

Examples of good work

- Four people have been charged following a burglary whereby police cars were rammed in an attempt to drive away from the scene. Mark Ellis, Thomas Delaney, and Mark Baker alongside a 17 year old are next due to appear at Guildford Crown Court in October.
- Four people have been arrested after a burglary at a local vineyard. Officers received reports in the early hours of the morning and due to a quick response from a number of different teams including the dog unit and British Transport Police, they were able to stop the vehicle and recover the cases of wine.

Drugs

The Force continues to take a proactive and zero tolerance approach in relation to drug use, production and supply, particularly where it involves young people. The Force works with schools to deal with any reports of drug taking by school pupils, we also continue to encourage staff, students and their parents to share any information in respect of drug use with us. The Force has produced an intelligence product for drugs in school, to help us understand if there is an intelligence gap.

Recent drugs-related work

- Woking Safer Neighbourhood Team (SNT) is working on keeping people safe in the borough from drug related overdoses and this has seen some real meaningful partnership work between NHS, Crime Reduction Initiatives (CRI), Police and council looking at supporting the drug users and putting interventions in place to help. This follows on the back of a number of drug related deaths in Woking after the past year. Part of the plan is

solely policing the problem in a different way; this includes dealing with the shoplifting, begging, low level theft and anti-social behaviour (ASB) that is caused by the users. This is having an impact on those involved and is making Woking a less attractive place to deal and use drugs.

- A chain of drug dealers has been broken up thanks to the close working relationship between the Surrey Police Serious and Organised Crime Unit and the National Crime Agency. The six men were sentenced at Guildford Crown Court to a total of 44 years and three months following the discovery of an enormous amount of class A drugs with a potential street value of £6.3 million.
- Multiple drug-related offences – including possession with intent to supply Class A and B drugs and possession of Class A, B and C drugs – led to a 45 month prison sentence for Aldershot woman Sarah Hallam. This follows numerous stop checks as well as drugs warrants executed at several Farnham addresses.

Wider zero tolerance policing

Closure of 'Cannabis Café'

An issue was brought to the attention of Guildford SNT around a flat that was a hub for ASB and was causing further issues with the local residents. It transpired that the male at the address was running what he called a 'Cannabis Café'. The officers took a robust stance with the resident and with the help of Guildford Council gained partial closure of the premises; however this did not stop the continuing problems. After continual investigation and collation of evidence, the premise has now been completely closed down and the resident no longer lives in the area.

Criminal damage by youths using catapults brought to an end

The Spelthorne area had been suffering from a large spate of criminal damage caused by a phase of youths using high powered catapults to break windows of houses, damage cars and kill wild birds. A large number of cases were reported all with no clear witness or any evidence to link persons other than unknown groups of youths. Numerous foot patrols and, at times, literal relentless pursuit of the offenders saw over 100 ball-bearings, two catapults and a lock knife being seized. The result of this is that with all the main offenders tracked down, parents informed and even one youth given a Criminal Behaviour Order, this worrying trend has been halted and no similar offences have been reported since.

Efficiency - How the Force provides value for money.

2) More Visible Street Policing

Resource Availability and Sickness

The below table shows our resource availability so far this financial year compared with last year.

	FYtD July 2015	FYtD July 2014	Change	FYtD %age Change
Resource Availability	88.9%	90.3%	-1.4%	-1.6%

Overall the Force is below the 90% target for availability, and is lower than this time last year. There has been an increase in the amount of leave taken when compared to last year and there has also been an increase in vacancies.

The below table shows sickness levels for the rolling 12 month period.

Police officer sickness (rolling 12 months)	3.3%
Police staff sickness (rolling 12 months)	2.8%

Sickness continues to be low risk however officer sickness has risen since last year, while Staff sickness has returned to the same level after a period of increased sickness. Officer sickness is now at 8.5 days per person and staff sickness at 7.2 days.

Proceeds of Crime Act (POCA) performance summary FYtD May 2015

The below table shows the successes in relation to POCA seizures FYtD to the end of May 2015.

POCA scorecard	FYtD 2015/16	FY 2015/16 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£376,077.32	£1,000,000
Volume of confiscation orders	19	50
Value of confiscation orders	£324,433.48	n/a
Value of compensation paid from above confiscation orders	£72,972.99	n/a
Number of restraint orders	2	n/a
Number of cash seizures	19	70
Volume of cash forfeitures	12	n/a
Value of cash forfeitures	£51,643.84	n/a

Highlights include:

- A compensation order of £4,081.77 has been granted against a man who was growing a cannabis factory from his home address in Guildford. The compensation was awarded to the utility company for repairs to the electrics and abstraction of electricity.
- Two males who illegally sold access to Premier League football coverage have been given a three and a half year prison sentence each. Further action is now being pursued to confiscate any assets acquired by Simon Hopkins and Leon Passlow as a result of these offences.

Examples of good partnership and visible policing

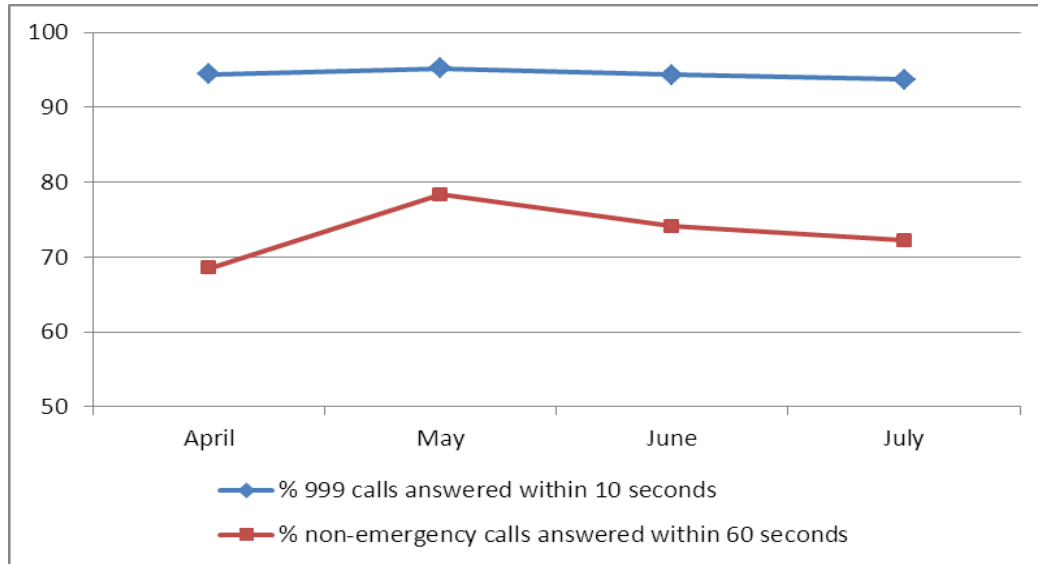
- Neighbourhood officers from the Reigate and Banstead area successfully dealt with reports of drug related violent crime and anti-social behaviour that seemed to be escalating and intimidating the local residents. The officers gained the trust of vulnerable residents, did some fact finding with a local children's home, and increased the visibility in the area in a bid to develop the intelligence and make police presence felt. Additionally they worked with the Housing Association, Youth Services and working with proactive teams and cross border teams enabled them to gain an understanding of the likely tactics being used by those dealing drugs there. A relatively covert sweep of the estate overnight led to the recovery of secreted drugs and weapons. This was followed up by an overt day of activity on the estate, patrolling with drugs dogs and targeting known offenders, showing residents that their concerns were being taken seriously. Consolidation work with partners, including consideration for ASB funding bids to deal with environmental issues to help design out crime, in addition to involving Youth Services in diversionary work for some of the young people, has been a key part in delivering the message to local residents that the local policing team will do everything they can to address criminality and ASB in the area.
- In conjunction with Surrey County Council, borough councils, housing associations, environmental health and mediation services, the Force will be running its first ASB Awareness Week from 28th September. The Week aims to raise public and staff awareness of what does and does not constitute ASB, which partner agency deals with each type and what options are available for resolving issues.

Legitimacy - How the Force operates fairly, ethically and within the law

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

Call Handling and Deployment

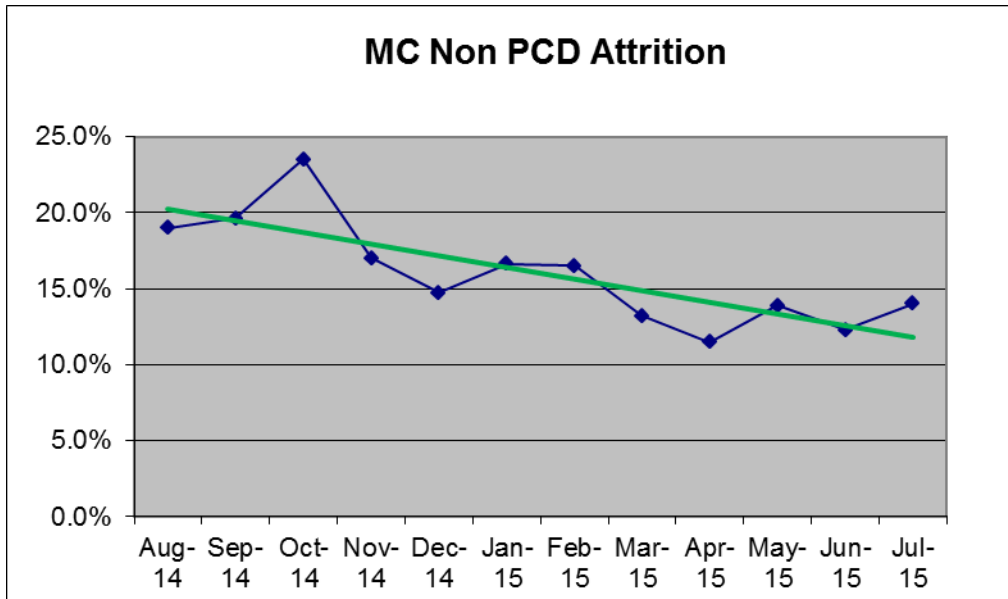
The below chart shows emergency and non emergency call handling since the start of the calendar year.



As can be seen from the above, emergency call handling performance is consistently above 90% with 93.7% of 999 calls being answered within 10 seconds in July. There has also been an improvement since last financial year with an increase from 92.1% in 2014/15 to 94.4% in 2015/16.

Performance for non-emergency calls has improved since the beginning of the financial year, increasing from 68.5% in April to 72.2% at the end of July. This is as a result of the increase in staff recruited and a new coaching method used in the contact centre. Although there has been a slight drop in figures since the peak in May, compared to the last financial year there has been an increase of 8% points in non-emergency calls answered within 60 seconds (65.2% in 2014/15 and 73.2% in 2015/16).

Court attrition rate



As previously reported court attrition (which can be described as the percentage of cases that result in an unsuccessful outcome at court), had seen a steeply negative increase since July 2013 with Surrey at the bottom of the national rankings for non-PCD attrition (Police Charged Decision cases) in both Magistrates and Crown Courts combined. However, with renewed focus and a significant amount of work having being undertaken over the past year and a half to try and improve performance in this area, the force has seen an improving picture. The latest available data provided by the CPS for July 2015 reveals that non-PCD attrition for all courts (Magistrates and Crown) stands at 14.4% ranking Surrey as 25 out of 42 constabulary areas - a positive move up of 2 places nationally since the last report albeit the month of July saw a very slight increase in the non –PCD attrition rate from the June position of 13.3%. This 1% increase can be explained due to a national initiative of ‘blitz courts’ which were held in July whereby listed trials were brought forward to encourage guilty pleas or weed out weaker cases.

Whilst August data is not published until the last week in September the indications from CPS, from data gathered thus far, is that the performance trajectory in the area of non PCD attrition remains positive.

Victim Care

The below table shows the Force’s victim satisfaction performance so far this financial year compared with year end 2014/15:

	Year End 14/15	FYtD 15/16	%point Change
Overall crime victim satisfaction	85.7%	81.2%*	-4.5%
	Year End 14/15	FYtD 15/16	%point Change
ASB victim satisfaction	77.7%	80.2%	+2.5%

*Aggregate of 3 crime groups (Burglary, Violent and Vehicle); weighted data

Overall Crime Victim Satisfaction

The most recent national data available (12 months to March 2015) shows that Surrey has increased from 17th to 16th position. In relation to crime types, violent crime satisfaction increased notably from 14th to 8th position and vehicle crime satisfaction increased from 21st to 18th position whilst burglary remained in 26th position.

For the financial year to date (four months data), overall crime victim satisfaction performance is at 81.2%, which is 4.5% points lower than year end. Overall satisfaction for July was 82.7% which is lower than both the previous year end and the same FYtD period last year, but an improvement on the satisfaction for June (76.5%). Overall satisfaction increased notably in July 2015 for burglary and violent crime, with a smaller increase seen for vehicle crime.

Due a change in Home Office guidance for 2015/16, the force is now surveying all hate crime, rather than just racist incidents. In July 2015 satisfaction was 71.4% and FYtD the majority of victims interviewed were satisfied with the overall service (80.8%).

ASB Victim Satisfaction

Overall satisfaction for anti-social behaviour was 81.1% in June and 79.8% in July. The FYtD result for is +2.5% points higher than the previous year end and +1.8% points higher than the same FYtD period last year.

In relation to specific indicators, ease of contact, time taken to attend and treatment are all showing significant improvements compared to last year and actions taken has remained at a similar level. Improvement is required for kept informed as this has declined from 62.8% at year end 2014/15 to 55.4% in July 2015. The need to keep victims informed will be reinforced during ASB week in September through an Offbeat article and other activities.

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

Local Policing Boards (LPBs)

Recent LPBs have been held in Epsom and Ewell, Woking and Guildford, including some Facebook panels. Issues raised included youth behaviour, parking, traffic volume, minor anti-social behaviour (particularly night time) and child sexual exploitation. A particular panel was held in Guildford and discussed around the safety at the University of Surrey as a result of minor ASB issues. Another area that has been raised is the reduction in officers and the impact this will have on the local communities. In addition to the LPBs, Surrey Police will also be supporting the PCC's summit due to be held in Spelthorne on 22nd September.

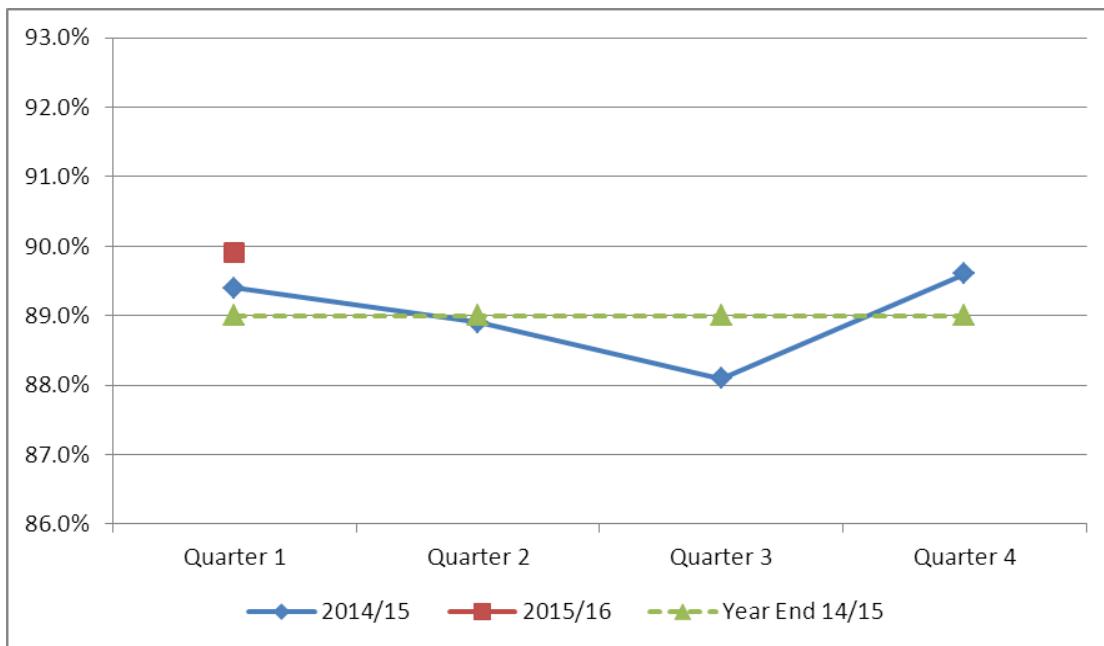
Police attendance at community meetings

Due to the continued austerity drive there are constraints on the Force's ability to attend all community and/or public meetings. Therefore we have to make careful choices as to what Neighbourhood Teams will attend, ensuring their attendance benefits the overall community safety. Bearing in mind the volume and range of requests the force receives, the ACC for Operational Policing is reviewing what we as a Force should attend as a priority and will be drafting a protocol by the end of September.

**Public confidence in their neighbourhood police FORCE LEVEL
Very / Fairly Confident (%)**

Year End 14/15	Quarter 1 15/16
89.0% (6410)	89.9% (1625)

Public confidence in their neighbourhood police FORCE LEVEL compared with previous quarterly and year-end figures.



As can be seen from the above, public confidence in their neighbourhood police at Force level continually remains high. There has been an increase in confidence since the last financial year from 89.0% stating very/fairly confident to 89.9% for Q1 in 2015/16. The neighbourhood teams continue to provide visible street policing and put the victim at the centre of the Criminal Justice System.

The same can be seen with public confidence in their neighbourhood police at a borough level. Throughout the last financial year, all boroughs averaged over 86% confidence level. This mirrors the figures for this financial year to date, with a particularly high score of 94.6% for Elmbridge neighbourhood team.

5) Protect Your Local Policing

Employee turnover rates

The Force attrition rates show the percentage of leavers in comparison with the headcount over a rolling 12-month period. This includes both 'unplanned' and 'planned' leavers. The 'unplanned' attrition rate refers to the rate of voluntary leavers from Surrey Police; examples include 'transfer to another force' and 'resigned for alternative employment'. The 'planned'

attrition rate covers involuntary leavers such as those who leave due to retirement or where an individual is made redundant. The total includes both planned and unplanned leaving reasons.

The rate of officers leaving for unplanned reasons has increased to the equivalent to 74 officers over a 12-month rolling period. The main leaving reason continues to be to transfer to another police force with just over a quarter (28.4%) using this reason. Another high leaving reason is resigned – alternative employment which 25.7% of unplanned officer leavers have used, however some transferees may have used this reason instead of the transfer to other force. The high unplanned attrition rate is monitored at the Efficiency Board and is also factored into the probationer and transferee intakes projected for the financial year. The rate of police staff leaving for unplanned reasons has fallen to the equivalent to 261 members of staff over a 12-month rolling period. The most common leaving reason is still alternative employment, which accounts for 52% of all unplanned police staff leavers. As the national unemployment rate has continued to fall and more external opportunities have become available, this is likely to continue to be the most common reason for police staff leaving the organisation.

The overall attrition rate for police officers has risen to 7.1%, whilst the rate for police staff has decreased to 18.3%. This is due to the overall headcount for police officers decreasing whilst the number of leavers has increased slightly, and the total number of police staff leavers has decreased.

Police Pay and Conditions

This year, Surrey Police staff members have been awarded their annual pay increment of 1% should they be eligible based on the requirements. This is a performance-related increment that is linked to their PDR and also takes into consideration attendance. It has now been confirmed by the Home Secretary that the pay increment of 1% (plus 1% added to the dog handlers’ allowance) also applies for Surrey Police officers with the increment due as of September 2015.

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

Complaints and Discipline

The below table shows recent misconduct meetings and gross misconduct hearings:

Hearing or Meeting	Allegation	Outcome
Meeting	An officer failed to submit a report contrary to policy.	Management advice
Hearing	An officer was drunk and disorderly and his behaviour fell below that expected of officers.	Dismissed
Meeting	An officer demonstrated a lack of awareness in relation to advising colleagues and managing the risk of a vulnerable offender.	Written warning
Meeting	An officer behaved inappropriately towards another officer.	Management advice
Meeting	An officer made comments that were deemed inappropriate in the circumstances.	Written warning

In Q1 of 2015/16 the Force recorded 129 complaints which is 12% down on this quarter last year (146). There has been an even greater reduction in allegations as we recorded 486 last year and only 328 this year, making a reduction of 32.5%. This is in line with our efforts to reduce the

complaints we record through the use of Service Recovery and also to reduce the allegations as we have had the highest numbers of allegation nationally for some time. We have tried to take some lessons from other forces in how they deal with complaints as well as their recording methods and it looks like it is having some effect, albeit it is still early days.

As expected, the two highest complaint categories are 'Other Neglect or Failure in Duty' and 'Incivility, Impoliteness and Intolerance'. In Q1 of 2014/15 we recorded 172 'Other Neglect' allegations and 64 'Incivility'; this has been reduced to 90 (-47.6%) and 41 (-35.9%) respectively in Q1 of 2015/16.

Currently there are 12 officers on restricted duties due to misconduct, 9 as a result of Op Ovid and an additional three officers for separate incidents.

Letters of Thanks

Between 24th May and 31st July 2015 the office of the Chief Constable has received 49 letters and emails of appreciation. Vulnerability featured significantly within the good work with 9 letters received from members of the public who wanted to express their appreciation for support to friends or family members experiencing difficulty. One was for the exemplary support from an officer who showed compassion when dealing with a concern for safety call and ultimately went on to save the lady's life.

A letter was received from the parents of a man who went missing after experiencing a mental health episode. The response to this incident involved officers who found the man and ensured he was taken to hospital to receive the treatment necessary. Family were communicated with throughout this particularly distressing incident and we were advised that the gentleman concerned is now well and has returned to work.

An email was received thanking an officer for stopping to talk to a three year old boy who was enjoying time in Guildford with his mother. Not only did the officer gather information from the little boy about the 'jewel thief' he had seen but pretended to write down the details and talk to him about reward money! This was much appreciated by the mother who expressed thanks for this kind and thoughtful gesture – she wanted us to know "what a great man you have on your team".

RideLondon

The third annual 'RideLondon 100 and Classic' events took place in August and the weekend was a success, with no arrests being made. Surrey Police played an important role in facilitating the cycling event, working with organisers and other partners to help them deliver a successful event, whilst minimising disruption to the county. This is the third year this event has been policed and it was noted that this year the balance was just right between ensuring an appropriate level of policing support was provided, whilst minimising the extra resources that were called upon. The commitment, dedication and efforts of those working to ensure a safe and secure RideLondon event were greatly appreciated.