

Police and Crime Commissioner Bi-Monthly Meeting July 2013

Update on delivering the six People's Priorities

1.) Take a Zero Tolerance Policing Approach

Performance Data FYtD end of May (all compared to last Financial Year)

Drugs	68 Charges/Cautions for Class A and B drug supply and production offences
Serious Crime	1741 serious crimes - this is a decrease of 15.1% (310 crimes) Detections have increased 0.5% points to 17.2%
Burglary	520 domestic burglaries - this is a decrease of 0.6% (31 crimes) Detections have decreased by 2.2% points to 6.5%
Serious Sexual Offences	68 offences - this is an increase of 188% (32 crimes) Detections have decreased by 15.7% points to 42.6%
Violent crime with injury	442 crimes - this is an increase of 0.3% (11crimes) Detections have increased by 2 % points to 47%
Vehicle Crime	742 vehicle crimes - this is a decrease of 26.6% (269 crimes) Detections have increased 0.7% points to 7.4%

Surrey Police count the number of Organised Criminal Groups (OCGs) which have been dismantled or disrupted over each financial year. Therefore, whilst we have not approved any as being dismantled or disrupted yet, a number of operations are either in operational phase or have recently been concluded and are awaiting submission for sign-off.

Sexual Assaults

The level of sexual assault in Surrey has risen this year. This is due to a review of recording practices undertaken at the beginning of the year. The review concluded that the Home Office Counting Rules were not being interpreted correctly and the 'balance of probabilities' threshold for believing that a crime had occurred and therefore it should be recorded as such was not being applied at the correct level. Incidents were therefore being recorded as a 'crime related incident' (CRI) instead of a crime. This was an accounting issue, and did not mean thorough investigations were not taking place. As a result the Force has implemented a formal process and wording to be used and all Inspectors and Chief Inspectors in CID and Public Protection Investigation Units have been briefed accordingly. The new process has meant a more consistent and considered approach to applying the balance of probabilities test to reports, hence the increased levels of reported crime. This process will be subject to dip-check audit by our Audit and Review team over the year to ensure compliance.

Encouraging Reporting of Domestic Abuse and Rape

There is a multi-agency countywide Domestic Abuse Communications Group that runs campaigns throughout the year, raising awareness of the change in definition, where to go for support and how to report to police. There are three campaigns planned for 2013. They also developed a new and independent web site (<http://www.surreyagainstda.info>).

Fraud

The single national reporting service for fraud victims (Action Fraud) was rolled out across the country over the last financial year. There is now a single national overview of all fraud crime and May 2013 saw 19,722 national reports of fraud. All of these reports are passed daily to the National Fraud Intelligence Bureau (NFIB) where they are complemented with other confirmed fraud data from other sectors including banks and proactive police operations. All Action Fraud reports are matched overnight so that common names, bank accounts and phone numbers, etc, are used to link reports together into networks to identify prolific and harmful methods, criminals and trends. Software also applies a score to crime reports and linked networks of crime reports to automatically assess viability of investigation. This viability is determined by considering the presence and qualities of financial transactions involving a bank, telephony (the type and likelihood that it is connected to a physical location), vehicle identities, website addresses, alternative payment methods (Money Service Bureaus), e-mail addresses, and suspect descriptions (any match between the suspect details and public records). Other key considerations are completeness (ensuring all the elements of the report are completed), data quality (that the information is recorded accurately), and clarity (that the investigator is provided with succinct insight into the nature of the offence, ideally which should aim to provide a timeline based narrative).

All reports which achieve a threshold score are then reviewed by NFIB staff. NFIB also always review crimes in certain categories, such as pension liberation fraud, to support national operations. Further research and analysis develops those crimes and crime networks to identify the best placed police force or law enforcement agency to investigate. That will usually be determined by where the suspect is believed to be. In May, the NFIB disseminated 3,141 packages to police forces and other law enforcement agencies for enforcement. Every force is supplied with the crime reports made by citizens and businesses of that force area on a monthly basis so that the force is aware of what impacts on them. In May, Action Fraud recorded 294 crime reports from Surrey victims and NFIB disseminated 23 crime packages to Surrey for investigation. Each of these 23 packages could constitute a large number of linked individual crimes.

Due to the cross-border nature of fraud, there is a significant proportion of all crime reported by UK victims to Action Fraud caused by criminal activity overseas. The NFIB engages with overseas law enforcement to combat this type of fraud as well as disrupting the enablers of these and all other frauds reported. Disruption activity includes targeting websites, bank accounts, telephone accounts and e-mail accounts for suspension and in May the NFIB suspended 1,075 such services used by criminals to commit fraud. This disruption activity prevented £9.4 million worth of fraud. Every report to Action Fraud is a valuable contribution to a national asset which can help to identify and alert the public to new threats and trends as well as identifying organised

crime groups and dismantling them. In May the NFIB produced 124 assessed intelligence products for industry, law enforcement and the public, in that vein.

It is clear from the feedback NFIB and Action Fraud have received about the service from the public and police officers that more information needs to go to those reporting crimes about what has happened to their crimes. An improvement to the service will soon be delivered which will give information to those reporting to Action Fraud. An enhanced reporting service is also available for businesses, enabling them to make multiple reports more easily.

Curfew in Ash

A curfew has been enforced for unsupervised young people in Ash Wharf in a bid to end anti-social behaviour in the area. Police now have the power to disperse groups of two or more people and return children under the age of 16 to their home if they are unsupervised in public after 9pm. If groups return to the same area within 24 hours they can be arrested and prosecuted. The Ash Neighbourhood team applied for the dispersal order following a period of anti-social behaviour such as loitering around a parade of shops whilst drinking, swearing and using abusive behaviour, and unsettling residents and shoppers in Ash Wharf. It remains in place until November 10th. Officers are able to enforce the law if they have reasonable grounds to believe that the presence of a group has resulted, or is likely to result in, the public being intimidated, harassed, alarmed or distressed.

Summer Drink Driving Campaign

The ACPO summer drink driving campaign ran from June 1st – 30th and a further European-wide TISPOL (The European Traffic Police Network) campaign focussing on drivers who are unfit through drugs was run 3rd -9th June. The success of this campaign is not yet known, but arrests of note include two separate incidences of women on school runs who were recorded as 5 times the legal limit. The campaign has been on Surrey Police social media accounts, including a 24 hour period of tweeting facts and figures plus live tweeting of arrests and alcohol related incidents under the hashtag #AlcoholHarm.

Examples of good work:

- A PC working on a burglary prevention initiative in Ashford knocked on a door and smelt cannabis from within the property. The officer asked probing questions and recovered a quantity of the drug. The suspect was arrested and the premises searched under s32 to search for other drugs.
- In Spelthorne, intelligence via Crimestoppers regarding a suspicious smell coming from a warehouse led to police attending and seeing 3 males at the front foyer of the building. They were stopped and searched, which provided sufficient evidence to arrest them on suspicion of being involved in the production of cannabis. A subsequent section 32 search of the building revealed a large scale cannabis factory, with an estimated street value of over £1 million and the estimated value of the long term plans for the building were about £3-5 million.
- Speed enforcement being carried out in Broad Street, Guildford led to a number of hits on ANPR, one of which led to 3 arrests for possession of class A drugs.

- In Guildford again, officers carried out a warrant as a result of intelligence supplied by the local Neighbourhood team involving the use of a thermal heat camera. The warrant resulted in 7kg cannabis with an approx street value of £30,000 being seized.
- In Surrey Heath, a local Neighbourhood Support Officer targeting town centre drug dealing found two males in possession of cash, phones and suspected heroin and crack, which were secreted upon their person. Both were arrested and have been bailed pending the results of substance analysis.
- In Surrey Heath, a drugs warrant was executed in Heatherside; this led to 2 arrests following the discovery of class A drugs and stolen bikes.
- Two men entered a mobile phone shop on Dorking High Street having taken dummy mobile phones with them. They swapped a dummy phone with a genuine one and tried to make off. Both were chased by local officers PC Vaccaro and PC Mann, who caught and arrested them.

2.) More visible Street Policing

Seizure of Assets

POCA performance summary for current financial year to 31/5/2013

Order type	Total number	Total value
Cash Forfeiture	8	£78,350.10
Confiscation	7	£83,005.54
Restraints	0	
Cash detentions	11	

Highlights include 6 confiscations including one for £68,000 from a former Barclays Bank employee, out of which £16,800 was paid as compensation.

POCA payouts – Cash for Communities

In March the Force invited Surrey-based projects to submit bids of up to £5000 to be awarded out of assets seized under the Proceeds of Crime Act (POCA). The project called 'Cash for Communities' is in its third year and received a record number of applications. The Force's POCA panel met in April to consider bids and awarded a total of over £20,000 to the successful applicants. The six successful applicants are:

- **Woking Street Angels** – awarded £1,000 to put towards the recruitment and training of 10 new volunteers to ensure they can continue to provide support in Woking town centre every Friday and Saturday night.
- **The Matrix Trust** – awarded £5,000 to assist with the purchasing of equipment for a new youth club in the Bellfields area of Guildford.
- **17th Reigate Scout Group** – awarded £5,000 towards the building of a purpose built Scout and community hall.
- **Runnymede Police Community Boxing Club** – awarded £5,000 to help support the running of after school boxing sessions at two secondary schools in Runnymede.
- **Runnymede Neighbourhood Watch** – awarded £1,850 which will be used to make improvements to existing schemes in the borough and make the initiative sustainable.

- **St Michael's Project Group** – awarded £3,000 to provide a ball games area which will benefit young people in the St Michael's ward in Surrey Heath.

Raising Awareness of POCA awareness for officers

The Economic Crime Unit (ECU) provides all probationer officers with training on POCA issues on joining the organisation. Currently this is classroom based, but discussions are ongoing between ECU and Learning and Development on the most appropriate way to deliver this training in the future. ECU also provide more in-depth training as part of the ICLDP training programme and for new analysts and researchers working in the Intelligence Operations Hub. Training is provided upon request to other parts of the business and partners in Her Majesty's Court Service. ECU liaises with Learning and Development and constantly reviews their training output to ensure it remains effective, and a gap analysis is being undertaken this year.

Surrey Police Special Constabulary

There are currently 202 front line operational officers in the Special Constabulary aligned to Safer Neighbourhood Teams, Targeted Patrol Teams and the Roads Policing Unit.

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 and we are now into the implementation stage of this review. Recruitment of Specials has reopened and we will be training 36 new officers this year.

Recent examples of good work include a Special Constabulary-led operation around prisons working alongside their regular colleagues where they arrested 6 offenders for various offences including possession of controlled drugs with intent to supply.

Resource availability

The Force is above 90% availability, with our current position in May 2013 being 93.6%. This is 1.2% lower than the same point last year, with the main reason for the slight reduction being police staff vacancy hours, which equates to 3.5% of the 6.4% total percentage unavailable. The total number of vacancies will reduce next month as the Force removes those on-hold posts linked to formal change programmes as early savings.

Launch of Forensic Hub

Last month saw the launch of a new Forensic Hub providing Surrey and Sussex Police with a quicker service to monitor, assess and administer all forensic analysis requests. With customer satisfaction and value for money at the heart of the new operating model, the new unit, which includes staff from both forces, will support investigations and ensure that forensic analysis is used to best effect. It is anticipated that in future, officers will be required to complete minimal paperwork and will be kept fully informed of key decisions and results in their cases. This information will enable them to respond to a query directly by giving advice to the most appropriate senior member of the Hub. In the future a triage process will filter out those work requests that will not assist an investigation or are not viable for technical or financial reasons. This approach will aim to maximise cost effectiveness, value for money and have a positive effect on detections. Once the Forensic Hub Officers have made their decision they will consider what kind of examinations may be carried out and what outcome(s) may be expected from them. It is likely that this service

will be provided by a number of different suppliers in the future. To reduce the administrative burden placed on investigators a new single submission form will be introduced. The information provided in the form will give Forensic Hub officers enough detail to be able to agree a forensic submission plan with the investigator. Key to this approach will be the implementation of Streamlined Forensic Reporting (SFR) which rolls out across Surrey and Sussex this month. Pilots in other forces have demonstrated that this approach can reduce costs by eliminating the production of unnecessary forensic evidence, cut down on officer court attendances, increase the number of early guilty pleas and reduce the number of cases that are discontinued.

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

Customer Satisfaction

Surrey's national position for customer satisfaction has moved up a further 4 places this quarter (rolling year up to 31 March 2013) to 22nd out of 43 forces. This therefore represents an increase of 10 places in the last rolling year period.

The current FYTD (end of May) figure for overall crime satisfaction (burglary, vehicle and violent crime) is 88.5% compared to a Year End 2012/13 figure of 85.8%. Compared to last year violent crime has seen a notable improved of 6% points (80.5% to 86.5%).

FYTD (end of May) Customer satisfaction for Anti-Social Behaviour (ASB) is 79.1%, which is 0.7% points lower than last year. This decrease is due to a lower level of ASB satisfaction in April (February incidents) however performance has since recovered in May.

Call Handling and Response Times

Emergency call handling performance remains strong with FYtD figures to end of May showing that 93.7% of emergency calls were answered within 10 seconds. FYtD dispatch to grade 1 incidents show 96.1% of incidents were dispatched to within 3 minutes. Attendance to Grade 1 incidents within 15 minutes was 83.7%.

CRU 'Silver' Award

The Central Referrals Unit was awarded a silver award for partnership working at the National Health Trust annual awards. The Unit, which is responsible for assessing what action needs to be taken in cases involving children and adults at risk, was described in the nomination as 'a star example of partnership working'. The team was praised for its 'enthusiastic, flexible and dedicated approach' which has resulted in quicker decision making, appropriate care for vulnerable people and a more consistent approach to case management.

NB: the separate agenda report provides further details on support for vulnerable people.

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

Public Engagement

The Police and Crime Commissioner, as part of his pledges to the public, has asked Surrey Police to take part in regular events to engage with local communities and allow them to have a greater say in how Surrey is policed.

There are two types of new community meeting, a Borough/District Crime Summit held once a year, and a Local Policing Board, (see Appendix A) held at a suitable frequency on the borough/district but with a basic presumption that these would be held bi-monthly.

The first two Summits have been held, at Reigate and Banstead, and Elmbridge. These were well attended, and the Force is working with the PCC's office in terms of planning for future events. Notably, the Neighbourhood Inspectors who presented received excellent feedback, and appreciation from the public (100% of attendees who responded were satisfied with them at the event). Issues raised ranged from anti-social behaviour to cold calling to budget cuts. The Local Policing Boards are organised by the local Neighbourhood policing teams, and some have already been held; they are attended by the Neighbourhood Inspector, and partner agencies are invited (see Appendix A). Numbers of attendees have varied and again, the Force is working with the PCC's office around structure and feedback mechanisms.

Surrey Police continues to use a variety of methods to engage with the public, including surgeries and panel meetings, and the Force is keen to make use of innovation where it improves the effectiveness of engagement. For example, a recent online Facebook panel for Epsom and Ewell attracted 1105 people. The Force has a social media board, which has representatives from across the different Surrey Police teams, and a social media learning week is planned to encourage further use of this. The Roads Policing Unit is now 'tweeting', and CID will also be using Twitter soon. The Force's Contact Centre is the only one in the country which monitors and acts on public contact to the Surrey Police twitter account 24/7 in a 'first contact' capacity. Work is ongoing to ensure officers and staff can 'tweet' operationally during their duties, and further training is being arranged, including critical incident social media training using the Hydra suite.

Surrey Neighbourhood Watch (NHW) Awards

Police Community Support Officers (PCSOs) and members of the public have been recognised at the Surrey Neighbourhood Watch Awards on June 7th at Surrey Police headquarters. Chief Constable Lynne Owens made the presentations and emphasized the value of NHW and its close link with promoting safety in the community. Winners include:

- PCSO Jo Kapusta - PCSO making the most valuable contribution to the development of NHW scheme in their area. In her work over the last few years, Jo has brought together many of the local coordinators to improve the functioning of the scheme in her area. She has taken a leading role in recruiting new coordinators in roads where there was no NHW scheme in operation.
- PCSO Graham Freeman and PCSO Christopher Wright - special contribution to NHW. For 6 months in 2012 they worked tirelessly promoting NHW, and enrolled every street and church in Stoneleigh, Auriol and Cuddington wards where there had previously been a lack of cover.

5.) Protect Your Local Policing

Costs of the Derby

The Force has received questions in relation to the impact of the Epsom Derby on policing and associated costs. Effective pre-planning for the Derby Festival ensures Surrey Police maintains its daily policing operations whilst supporting Epsom Downs Racecourse Ltd (EDRL) to manage the event. Police deployment reflects prevailing threat and risk and enables the force to support the protection of HM The Queen and discharge our legal responsibilities to prevent crime and disorder. For the 2013 event 365 officers and members of staff supported the policing operation.

The total costs associated with policing the event this year are £153,021. Surrey Police recovers a proportion of these costs from the event organisers, specifically costs for policing services provided within the footprint of the event. This year Surrey Police will recover £50,571 from the event organisers for the provision of those policing services. £102,450 is not recoverable and is cost incurred as part of the Force's statutory responsibilities to deliver policing services. A breakdown of these costs is shown below:

Ladies Day:

EDRL Funded: 18 officers deployed within the footprint of the event charged at £7,695. This includes command & control and patrol officers.

Surrey Police: 23 officers / staff deployed to complement and support those officers deployed. This includes areas such as prisoner transport and handling, communications, intelligence, evidence gathering, and media. The opportunity cost to the force is £6,650.

Derby Day:

EDRL Funded: 70 officers / staff deployed within the footprint of the event charged at £42,876; this includes command and control, communications on site, public order trained officers for The Hill, The Mound and a mobile reserve together with a contingent of roads policing officers to operate on key routes within the immediate vicinity of the event.

Surrey Police: 118 officers and staff deployed to complement and support both the EDRL funded posts and also the Royalty Protection element of the plan. This includes management and support for the policing elements not included within the EDRL funded posts and includes part of the public order policing cost for The Mound, communications staff located at HQ, media, evidence gathering teams, prisoner transport, crime investigation and handling, intelligence cell, search team, roads policing outside of the event traffic plan and logistic support for the event. The opportunity cost of this activity to the force amounts to £39,400.

Royalty Protection:

Surrey Police: a number of officers are deployed in support of the visit by HM The Queen. These relate to a variety of roles including the provision of search teams and armed officers. The opportunity cost to the Force is £45,420. In comparison to the Derby day deployment this may figure appear disproportionate but this element is a wholly police officer deployment and does not include police staff.

Post Event:

Post event the Force deploys a public order command structure supported by public order trained officers with a remit to manage dispersal outside the footprint of the event and particularly Epsom town centre. This comprises 26 officers at an opportunity cost of £10,980.

Officer turnover rates

Over the past 12 months, 46 officers have left the Force, and the departments that have been affected the most are the Targeted Patrol Teams (TPT) and Probationer Development. 14 officers left TPT, of which the largest number (6) was due to transfers to other forces. 11 probationer officers left, of which 10 resigned due to being unsuited to the role. Total wastage for police officers (4.8%) continues to sit within the 1st quartile nationally and has reduced by 1% since May 2012.

Police Staff Pay and Conditions

The Police Staff Council (of which Surrey Police is not a member) has put forward a proposal for negotiation for police staff. Locally discussions with UNISON are ongoing.

6). I will be uncompromising in the standards you expect from your police**Complaints and Discipline**

Since the 8th May 2013 there have been the following misconduct meetings and gross misconduct hearings:

Hearing or Meeting	Allegation	Outcome
Misconduct Meeting OFFICER	Officer carried out checks on the Force's Crime Information System without any apparent policing purpose.	Written Warning
Misconduct Meeting STAFF	Staff member accessed the Force's Crime Information System and obtained information on an individual without any apparent policing purpose.	Final Written Warning
Misconduct Meeting OFFICER	Officer, whilst on duty and driving an unmarked police vehicle, became involved in a confrontation about his driving with a member of the public.	Written Warning
Misconduct Meeting OFFICER	Officer was rude, discourteous, disrespectful and obstructive to a senior officer.	Management Advice

Letters of Thanks

Since the beginning on May the Chief Constable has received 21 letters and emails thanking staff for their work. The topics included assistance given at road traffic collisions, good work in catching thieves and returning property, help given in dealing with domestic abuse, charitable support and donations, mutual aid, arranging visits for overseas contingents, and excellent work by Neighbourhood teams.

Surrey Officer recognised in the Queen's Birthday Honours

PC John Hockley, the Force's Rural Communities Liaison Officer, has been recognised in the Queen's Birthday Honours with a Queen's Police Medal (QPM) for his services to policing in a career spanning 33 years with the Force. He is renowned for his work with the Gypsy and Traveller communities to ensure their needs are represented; this work has been recognised nationally as well as his tireless efforts to promote respect within neighbourhoods. He has spent the vast majority of that time as a community officer and has

led work on many crime prevention and self-support schemes designed specifically for farm and land owners. He was highly active in establishing a Rural Crime Steering Group and a 'Country Watch' scheme, which has grown to over 1,600 members through his efforts; this has also seen him and PC Mark Trezise being awarded the National Farmers Union County Crime Fighters Award.

Schedule of Local Policing Boards

Recent Boards

Borough/District	Date	Time	Location
Waverley	22 May	12:30	Cranleigh Leisure Centre, Cranleigh
Tandridge	3 Jun	19:00	White Hart Barn, Godstone Green, Godstone
Reigate & Banstead	20 Jun	19:00	Earlswood Baptist Church, Earlswood
Runnymede	25 Jun	18:30	Addlestone Community Centre, Addlestone
Spelthorne	27 Jun	19:30	Greeno Centre, Glebeland Gardens, Shepperton

Upcoming Boards

Borough/District	Date	Time	Location
Elmbridge	10 Jul	19:00	Cobham British Legion, Cobham
Mole Valley	15 Jul	20:00	Charlwood Pavilion, Charlwood
Guildford	16 Jul	19:30	Stoughton Social Club, Guildford
Surrey Heath	16 Jul	19:30	St John the Baptist Church, Windlesham
Woking	25 Jul	19:30	Coign Church, Woking
Mole Valley	2 Sep	19:45	St Nicholas Church Hall, Bookham
Epsom & Ewell	5 Sep	19:00	Epsom and Ewell High School