

Security Classification:	NOT PROTECTIVELY MARKED
Disclosable under FOIA 2000:	Yes

Surrey Police

PAPER FOR POLICE AND CRIME COMMISSIONER

Date: **18/9/13**

UPDATE ON DELIVERING THE SIX PEOPLE'S PRIORITIES

1.) Take a Zero Tolerance Policing Approach

Zero tolerance
Crime Reduction
Serious acquisitive
Robbery
Domestic burglary
Vehicle crime (excluding interference)
Violence with injury
Serious sexual
Rape
TNO
Serious Acquisitive and violence with injury

FYTD Jul 2013	FYTD Jul 2012	Change	FYTD %age Change	Performance compared to June 2013
2508	2926	-418	-14.3%	↓
83	87	-4	-4.6%	↑
1021	1011	10	1.0%	↑
1404	1828	-424	-23.2%	↓
1021	881	140	15.9%	↑
150	103	47	45.6%	↑
53	43	10	23.3%	↑
17533	18308	-775	-4.2%	↓
3529	3807	-278	-7.3%	↓

Violent Crime

The Force has the lowest level of violence with injury per 1000 population across the country; however it is clearly of concern that the level has increased when compared with last year. There are a number of measures that we are taking to combat violent crime, with a weekly violent crime reduction board chaired by the Investigation Command Chief Superintendent, supported by an internal campaign. An action plan is in place and reporting into the Crime Performance Board with short, medium and long term activities. In the short term, primary investigation actions and overlap between investigators working in CID and first responders working in Targeted Patrol Teams (TPT) have been reviewed, with clear expectations on tasks for completion and TPT violent crime 'champions' in place; specific relationships have been built between them and Detective Sergeants. All assaults occasioning Actual Bodily Harm (ABH) are now discussed at daily management meetings, and files for more serious Grievous Bodily Harm (GBH) assaults are formally reviewed by a Detective Chief Inspector. For the medium term, the top 10 offenders are being identified for disruption activity, specifically looking at preventative work, with all domestic abuse involving these offenders going through MARAC (Multi Agency Risk Assessment Conferences) meetings. In the long-term, the use of medical evidence is being reviewed,

with work to increase victimless prosecutions. This action plan is already leading to improvements in detection rates for violence with injury.

Outcome of Detection and Resolution rate	FYTD Jul 2013	FYTD Jul 2012	%point Change	FYTD %age Change	Performance compared to June 2013
Serious acquisitive	10.1%	14.4%	-4.3%	-29.8%	↑
Robbery	22.9%	41.4%	-18.5%	-44.7%	↓
Domestic burglary	12.1%	15.0%	-2.9%	-19.3%	↑
Vehicle crime (excluding interference)	7.9%	12.8%	-4.9%	-38.3%	↓
Violence with injury	39.8%	49.4%	-9.6%	-19.4%	↓
Serious sexual	45.3%	56.3%	-11.0%	-19.5%	↓
Rape	35.8%	46.5%	-10.7%	-23.0%	↑
TNO	28.4%	32.2%	-3.8%	-11.8%	-
Serious sexual, acquisitive and violence with injury	19.8%	23.4%	-3.6%	-15.4%	↑

Violence with Injury

Additional monitoring to support the Violent Crime Action Plan shows notably higher levels of detections for violence with injury (as at September 8th) compared with the 3 year average and last year for the fourth week running. This equates to a 33.3% increase over the 3 year average and a 22.7% increase over last year's performance.

Taking into Consideration Team

The dedicated 'Taking Into Consideration' (TIC) team has been operating since March 2013, with the purpose of focusing on offenders who have been arrested or charged with serious acquisitive crime offences, in a bid to obtain secondary detections through 'TIC'.

The team of five, led by a Detective Sergeant, target offenders who have been identified as suspected of further offences. Following referrals from interviewing officers who suspect a detainee has committed further offences, the Unit has obtained 117 TICs, including 50 for burglary dwelling offences, since March 2013.

Recently, an offender who was charged with one count of dwelling burglary and remanded in prison received a visit from the TIC team. He confessed to a further 11 counts of burglary and received a total of four and a half years imprisonment. The result: 12 cases were marked as detected and 12 victims had their crime resolved and were updated accordingly.

The work of the team helps to provide closure for victims and satisfaction that their crimes have been solved, with the totality of the offender's behaviour being put before the court. This contributes to putting the victim at the centre of the criminal justice system.

Examples of good work:-

- Staines Criminal Investigation Department (CID) pursued a dangerous offender and coordinated a complex investigation across three Forces resulting in the Crown Court Judge agreeing with the Force assessment that the offender met the criteria of "dangerous". This resulted in the offender receiving an extended sentence of 4 years in custody and then 4 years on license.

Good Work (Cont'd)

- An investigation by Guildford CID and Sexual Offence Investigation Team resulted in a offender receiving a 7 year custodial sentence at Guildford Crown court for offences of rape, grooming and sexual activity with a child. Much of this work requires dedicated and complex victim care.
- Epsom Police Community Support Officers (PCSO) noticed a suspicious vehicle on the Epsom Downs which led to 2 males being arrested and charged for possession of cannabis. This then led to a warrant in Tadworth where 3 people were arrested and £5000 worth of cocaine and a can of CS spray were found and seized.
- Following a foot chase Epsom PCSOs and Neighbourhood Support Team stopped a male who was found in possession of a large kitchen knife and 17 bags of cannabis.

Summer CycleSmart Campaign

The success of the Olympic cycle races and the recent Ride London/Surrey event is seeing Surrey increasingly becoming a cycling county. While this brings many benefits in terms of visitors and fitness, it also brings its challenges and policing demands.

Tackling the problem head on, the Drive SMART Board is, this year, focussing its activity around cycle safety and has launched CycleSmart. Surrey Police is leading on an aspect of this campaign, running from the 19th August for six weeks, which will specifically target sports/leisure cyclists and motorists and aim to improve the relationship between them.

Antisocial use of the roads is a key issue for the Force and the people of Surrey. This campaign will look to encourage all road users to cooperate, not compete, share the roads, slow down, be patient, tolerant and take responsibility for their own actions. By the end of the campaign, we hope to see a reduction in the number of cycling casualties and the number of reported cyclist/motorist incidents.

Example of good work:-

- East Surrey police officers conducted a 'Road Education and Enforcement Event' day in July to combat anti-social driving and improve road safety. Surrey Police officers were joined by representatives from the Department of Transport's Vehicle and Operator Services Agency (VOSA). The day saw a total of 30 traffic related offences detected at sites on the A25 by Betchworth Golf Club and the A29 in Ockley. During the day, one driver was arrested for possession of cannabis and possession of an offensive weapon, one car seized under Section 165 as the driver had no insurance or driving license, and another car seized because the driver did not have a valid driving license. Other offences included a driver being found without insurance and five prohibition notices issued to drivers.

Charges / Cautions for the Class A&B Drugs

Charges / cautions for the Supply or Production of Class A & B Drugs	FYTD Jul 2013	FYTD Jul 2012	Change	FYTD %age Change	Performance compared to June 2013	EOY 2012/2013
Class A and B	126	252	-126	-50.0%	↓	698
Class A	43	131	-88	-67.2%	↓	360
Class B	83	121	-38	-31.4%	↓	338

There is currently significant activity underway targeting drug supply in the County and it is anticipated that this will lead to significant improvement in the number of recorded detections for the supply of both Class A and Class B drugs as this work comes to fruition.

Drug referral testing in Custody

If someone is arrested for a trigger offence, or with an Inspector's authority, a mouth swab can be taken and analysed in Custody to identify the presence of Heroin or Cocaine – this is the Intensive Drugs Intervention Programme (DIP). Failure to provide a sample is an offence. Following a positive drug test the person is legally required to attend an assessment with a drugs worker (suitably qualified person); the court would be made aware of this, allowing them to apply restrictions on bail and affect sentencing. Failure to comply with this requirement is also an offence. Where the arrested person fails to provide a sample or attend their appointment with a drugs worker, they are charged.

The assessments are provided by the Surrey Drug Interventions Programme part of the Crime Reductions Initiatives (CRI). Since Intensive Drugs Intervention Programme testing was introduced in Surrey in the latter half of last year, 1794 tests have been conducted. This comprises of 813 tests for Guildford (Oct-12 to May-13) and 981 tests for Staines (Aug-12 to May-13). Approximately 30% of those tested were positive for Cocaine and/or Heroin. Unfortunately testing was suspended on 20th June due to funding issues.

Number of Intensive DIP Tests	1794
% of Positive Tests	30%

Surrey Police would appreciate the support of the PCC in establishing the exact position in relation to on-going funding for the DIP with a view to resuming testing as soon as possible.

Operation Nemesis II – Drugs

Operation Nemesis II was an operation in August to disrupt the activities of drug dealers coming into Surrey Heath and to tackle the use of illegal Class A and Class B drugs within the locality. It thereby aimed to curb the number of drug dealers who prey on vulnerable members of the community, to interrupt the supply of drugs in the borough and to tackle those involved in associated criminality.

The intelligence-led initiative involved up to 20 officers each day carrying out raids, delivering a ring of steel preventing those suspected of the use and supply of drugs entering main towns; targeted foot and car patrols flooded the area. It resulted in officers executing fourteen warrants on properties, primarily in Camberley and Bagshot, with 15 arrests being made and two vehicles being seized.

Tackling Drugs and Alcohol in Schools

The PCC identified, during his election campaign, the issue of drugs in schools. An intelligence assessment subsequently carried out by the force showed that this picture was not supported by our intelligence, and that we therefore had an intelligence gap. We recognise the concerns of the PCC in this area, and in response we are carrying out work to bridge this gap and understand the problem. This includes the following.

Drugs and Alcohol PSHE lessons are supported by the Youth Police Community Support Officers (YPCSOs) to Surrey schools.

Number of schools receiving Police inputs	22
Number of lessons 2012/13 academic year	110
Number of hours input given	110
Number of young people who received Police inputs	3300

Examples of Drugs intervention work with young people:

- In March 2013 Surrey Police ran a survey which asked 130 young people if they had ever been offered drugs and if they had, was it by a stranger or someone they knew. Eighty percent of those who said they had been offered drugs said it was from someone they knew indicating peer to peer. The force is running the same questions to a further three hundred young people in November 2013, and will report back to the PCC in due course.
- The Mole Valley Youth Intervention Officer has been delivering 1 hour 'Question Time' sessions in youth clubs, Sixth Form Colleges and schools answering questions where controlled substances have been a part of questions raised.
- Waverley Neighbourhood officers acted on drug related intelligence received at a local school and a college by conducting swabbing exercises on site. The results demonstrated the extent of the problem; in the case of the school location the intelligence was corroborated. At the college, the swabbing results were negative; however drug taking off premises is still monitored by means of patrolling known locations and stop checks.

2.) More Visible Street Policing

Seizure of Assets

POCA performance summary for current financial year to 31/7/2013

POCA scorecard	FYTD 2013/14	FYTD Target	EOY 2013/14 Target
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£376,999.79	£334,247	£1,000,000
Volume of confiscation orders	16	17	50
Value of confiscation orders	£250,924.69	n/a	n/a
Number of restraint orders	2	n/a	n/a
Number of cash seizures	22	23	70
Volume of cash forfeitures	15	n/a	n/a
Value of cash forfeitures	£126,075	n/a	n/a

There is a training plan to educate all frontline officers about POCA so that this forms part of their daily duties and therefore POCA seizures are considered at every opportunity.

Recent highlights:

- Two Confiscation Orders were obtained in July. The largest was for £74,747.90 (theft by employee, the total of which was paid as compensation to her two employers, following restraint of her house to prevent dissipation of assets) and the second was for £6002.96.
- Four POCA cash detentions totalling an estimated £42,000 were obtained in July, three by the Reigate Payback Team totalling an estimated £41,000 and two of which were as a result of vehicle stops and subsequent searches.
- Six cash forfeitures in July, four totalled £5,440 and the largest was for £29,065 following a vehicle stop where the male was wanted by the Met for firearm offences. A subsequent Section 18 warrant was conducted at his home address where the cash was found. The other was for £11,300 following a request for assistance from Reigate and Banstead Borough Council on a warrant resulting in the conviction for benefit fraud.
- As part of Operation Hyperion (which is a multi-agency operation targeting road-based criminality), police stopped a vehicle in Warlingham with 2 males inside who gave false details and were identified as Albanian nationals living in the country illegally. Both males and the vehicle were searched and a quantity of cash, estimated to be around £2000, was found and seized. The males were arrested and have subsequently been deported to Albania. One of the males was also cautioned for fraud relating to vehicle insurance.

Surrey Police Special Constabulary

There are currently 197 front line operational officers in the Special Constabulary aligned to Safer Neighbourhood Teams, Response and the Roads Policing Unit.

The Force review of its Special Constabulary went live on the 1st of August. All Specials supervision is now the responsibility of the regular Sergeants. The Specials have a reduced rank structure which now consists of the Chief Officer and 16 Special Inspectors. 65% of the Specials have their Independent Patrol status and the Chief Officers have a personal objective of making that 85% by February 2014.

Recruitment of Specials has reopened and we will be training 36 new officers this financial year. The first training class has already started with the next planned for October.

Police Community Support Officers (PCSOs) Numbers and Powers

The force establishment for PCSOs is 222 full time equivalent (FTE) posts, and there are currently 199 FTE posts which are filled.

The force Chief Officer Group reviewed the PCSO powers in September 2011 which resulted in 2 additional discretionary powers being included. The full list of Surrey Police PCSO powers are attached at Appendix A.

Resource availability and sickness

	FYTD Jul 2013	FYTD Jul 2012	Change	FYTD %age Change
Resource availability	93.1%	93.5%	-0.4%	-0.4%

The Force is above 90% availability, with our current position in July 2013 being 93.1%. This is 0.4% lower than the same point last year. The Force had anticipated this month being lower than the same point last year due to Annual Leave restrictions last year over the Olympic period.

Police Officer sickness (rolling 12 months)	2.6%
Police staff sickness (rolling 12 months)	2.7%

The percentage of working hours lost due to police officer sickness over a rolling 12 month period also remained low at the end of July at 2.6%, which is notably better than the national median of 3.8%. The force figure equates to an average of 6.6 days per officer.

Extended hours in Shared Business Service Centre (SBSC)

To update on a previous paper, the Shared Business Service Centre (SBSC) extended opening hours have now been implemented. The SBSC now operates between 7am and 6pm on weekdays, with out-of-hours ICT support available for operationally critical issues from Sussex's 24/7 service. Surrey staff are able to use this service in emergencies, outside of the SBSC opening hours.

Her Majesty's Inspectorate of Constabulary (HMIC) 'Policing in Austerity: Rising to the Challenge report

Surrey Police has received excellent feedback from HMIC in relation to our work to save money whilst protecting frontline policing and improving performance. The force has been assessed as managing the budget cuts and associated change programmes "well" by HMIC in its national report released in July following an inspection in May 2013. The report informs how Surrey Police are making savings and changing to be more efficient, whilst remaining performance focused.

The HMIC report says: "The force has worked very hard to limit the impact of the cuts on its frontline workforce in a way very few other forces have been able to do. It has protected its crime fighting capability by driving cost reductions and savings in other area. Crime in the county has fallen more than in most other force areas and satisfaction among victims of crime is above average for England and Wales."

The independent, external inspection confirms that the work and plans of the force are really paying off; the necessary savings are being made at the same time as we are notably improving the service provided to the public and protecting frontline policing. The force is pleased that our hard work, and successes, have been acknowledged on a national level.

Examples of Good Visible Street Policing:-

- Four Surrey Police officers have been praised for their swift intervention after resuscitating a woman found collapsed in a car park in Guildford on 25th July. Surrey Police was called by members of the public who came across a woman in her twenties found collapsed in the stairwell of the multi-storey car-park in Leapale Road, Guildford. Two officers arrived at the car park within minutes and ran up six flights of stairs to locate the woman. She was unconscious and not breathing and they immediately started to administer CPR (cardiopulmonary resuscitation). Meanwhile, two other officers, also responded to the call for assistance and headed to nearby to Guildford Police Station to fetch a defibrillation kit from the custody unit which was rushed to the scene. The four officers then administered CPR and used the defibrillator on the woman until the ambulance arrived. The ambulance attended and confirmed that the actions of the officers directly saved the woman's life. She was then taken to hospital where she remains stable.
- Woking Safer Neighbourhood Team (SNT) have launched a 'Safer Shop Scheme' which works with more than 40 retailers. The scheme aims to tackle shoplifting in Woking by working together to share information. The scheme uses the Townlink radio system, which is linked to the local officers and police CCTV operators as well as retailers and business within Woking town centre.

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

Call Handling and Response Times

	Target	FYtD Jul 2013	FYtD Jul 2012	%point Change	FYtD %age Change
% 999 calls answered within target (10 secs)	90%	94.9%	93.6%	+1.3%	1.4%
% non-emergency calls answered within target (60 secs)	80%	84.5%	80.6%	+3.9%	4.8%
% grade 1 incidents attended in 15 mins	82%	83.6%	83.0%	+0.6%	0.7%
% grade 2 incidents attended in 60 mins	75%	84.7%	88.5%	-3.8%	-4.3%

Emergency call handling performance remains strong with FYtD figures to end of July showing that 94.9% of emergency calls were answered within 10 seconds which is an improvement over the same period last year and the last reporting period. FYtD dispatch to grade 1 incidents show 95.8% of incidents were dispatched to within 3 minutes. Attendance to grade 1 incidents within 15 minutes was 83.6%, which is slightly down since the last report but is an improvement over the same period last year.

Victim Care

Victims		FYTD Jul 2013	FYTD Jul 2012	%point Change	Rolling Year %age Change
Overall crime victim satisfaction		88.1%	83.6%	4.5%	5.3%
ASB victim satisfaction		80.4%	79.5%	0.9%	1.1%

The current FYTD (July surveys – May crimes) figure for overall crime satisfaction (burglary, vehicle and violent crime) is 88.1%. The year end 2012/13 figure was 85.8%. Compared to last year satisfaction around all 3 crime types has increased, with violent crime achieving a 3.3% point increase on last year. By indicator question ‘kept Informed’ (a key driver to overall satisfaction) and ‘time taken to attend’ have both achieved significant improvements on last year.

The satisfaction gap has notably reduced in the last rolling year, from 4.4% points up to July 2012/13 to 2.7% up to July 2013/14. This is particularly encouraging as the reduction is due to a large increase in overall satisfaction for BME respondents.

The significant focus and hard work put in over recent months by officers and staff across the organisation to improve our victim care is reflected in Surrey’s national position for overall crime satisfaction, which has moved up a further eight places to 14th (87.6% based on rolling year data). Our performance compares strongly with Sussex and our most similar forces, with Dorset in 37th place with 82.4% overall satisfaction, Sussex in 23rd place with

85.6%, Cambridgeshire 17th with 87.2% and Thames Valley in 9th place with 88.1%. Looking at individual crime types, Surrey are now in 6th place for burglary, 18th for vehicle crime (up from 26th in March 2013) and 22nd for violent crime.

FYTD (July surveys – May incidents) customer satisfaction for Anti-Social Behaviour (ASB) is 80.4%, which is 0.6% points higher than last year. Overall satisfaction at the time of publication has improved month on month this year. ‘Actions Taken’ and ‘Kept Informed’ the two key drivers to overall satisfaction have both seen notable improvements compared to last year.

Criminal Justice

	Surrey Rolling year July 2013	Surrey Rolling year 2012	Surrey EOY 2012/2013	National Q1 2013
% of effective trials (Crown court)	56.5%	n/a	55.40%	51%
% of cracked trials (Crown court)	29.0%	n/a	28.60%	36%
% of ineffective trials (Crown court)	14.5%	n/a	16%	14%
% of effective trials (Magistrates court)	43.6%	n/a	46.30%	44%
% of cracked trials (Magistrates court)	34.4%	n/a	33.60%	38%
% of ineffective trials (Magistrates court)	21.9%	n/a	20%	18%

The number and outcome of trials are recorded by the court 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.

As can be seen from above table the local criminal justice area is above the national average in terms of levels of effective trials in both Crown and Magistrates Courts. The Deputy Chief Constable is keen to review this within the framework of the Strategic Criminal Justice Board to refocus on the experience of both victims and witnesses in the Surrey Criminal Justice System.

A key indicator that needs to be developed is the overall time taken from offence to final disposal at court. Working to reduce this will require action across the Criminal Justice Partnership with both Crown Prosecution Service and Her Majesty’s Courts Service having important roles to play.

Surreys Disabled Peoples Partnership (SDPP)

Surrey Police has entered into a new information sharing agreement with Surrey Disabled People’s Partnership (SDPP), which allows us to refer vulnerable adults who require extra assistance to the SDPP’s Advocacy Service.

SDPP are able to offer additional support, above and beyond what we can provide as a police service. This includes assisting vulnerable people with accessing local services, completing forms, writing letters and a number of other methods of assistance. This facility will help us in our aim to provide the very best care to the public of Surrey. SDPP's Advocacy Service is free, confidential and available to residents of Surrey

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

Public Confidence

The Force's public confidence measure levels remain strong:

- 89.6% of the public had confidence in their local policing for Q1 2013/14
- Previous analysis has suggested that treating everyone fairly and targeting serious criminals are strong predictors of wider confidence, and importantly public trust in these issues remains high.
- 'Feeling the police target low-level local crime' is also strongly associated with confidence, and this quarter sees an encouraging decrease in respondents believing vehicle crime and anti-social behaviour issues to be problematic in their area. It is likely, therefore, that these falls have helped maintain broader confidence in Surrey Police.

Public Engagement

Greater say	
No. Boroughs/ Districts with Local Policing Boards set up	11

- Following the PCC's Crime Summit in Redhill, issues linked to anti social driving were raised and quickly dealt with. This included reports of speeding on West Street Reigate; the Casualty Reduction Team carried out a speed survey at the location and found that there was an issue and conducted a period of enforcement activity; this was followed up by the local community forming a community speed watch to monitor the problem, supported by speed checks by the local team.
- The Epsom and Ewell Neighbourhood Inspector has been holding his fortnightly Facebook online panel meetings at 8pm on every other Tuesday. These have resulted in up over 1000 people still viewing the meeting and several residents getting involved and raising what is important to them.
- On 29th July Surrey Police issued an appeal on Twitter to the public regarding a high risk missing 18 year old with Downs Syndrome, who is unable to socialise or use public transport. The missing person was quickly found safe and well thanks to a member of the public seeing the Surrey Police appeal on Twitter and reporting the person's whereabouts.

- Surrey Police is using a new social media site to reunite stolen property with its owners. A dedicated Surrey Police page has been set up on website Pinterest in a bid to reunite property believed to be stolen with its rightful owners. Pinterest offers an effective, efficient and convenient opportunity to view items at times suitable to the user and is in a format that is widely accessible to the community as a whole. A large amount of property, including electrical items, jewellery and watches, was recovered following a search warrant at an address in Croydon last month. The property is believed to have been stolen following burglaries at addresses in Reigate and Banstead, Epsom, Mole Valley, Tandridge and Guildford. Letters have been hand delivered to all the victims of dwelling burglaries in targeted areas since January 2013 inviting them to look on the website and identify any property which may have been stolen from their home.
- Woking SNT has been continuing their push towards unique engagement events. The Horsell team have recently staged a 'burglar dunk tank' to raise awareness of burglary/prevention. This involved dunking members of the community dressed as burglars and helped raise money for a local 'young carers' charity.
- Elmbridge SNT held a Partnership Action Day in Weybridge on 14th July, designed to raise awareness in the services that local authorities provide in the borough. It was held in Churchfields Recreation Ground and run alongside a fun day. Representatives from fire, ambulance, Elmbridge Borough Council, Elmbridge Housing Trust and a wide variety of police departments attended with information stands and a number of engagement activities. Approximately 300 people attended during the course of the event, which lasted for 5 hours. A large amount of information was handed out in relation to all services and a number of local issues identified.

5.) Protect Your Local Policing

Surrey Police and Joint Command Staff Survey

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

Various changes have already taken place within the Commands as a result of the March 2013 staff survey (Wave 14). In the Response Command, the Senior Management Team has changed its meeting dates to enable members of the team to be present at staff training days to increase the visibility of command leaders. A monthly sergeants' forum has been set up in the Neighbourhood Command to aid communication to frontline supervisors.

Surrey Police has been, and continues to go, through significant change, involving for example restructure and redundancies, and in this context the latest Staff Survey (Wave 15) was conducted during a three week period in July 2013. In total 2724 responses were returned, providing a response rate of 55%, the highest response rate since Wave 2. The

results have been more negative than in previous surveys, and each COG lead is carrying out detailed analysis and preparing a written report for discussion at the Extended COG meeting

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.

Total wastage for police officers is 4.66%, which is equivalent to approximately 92 police officers leaving. The national median is 5.3% and the force continues to sit within the 1st quartile nationally. This demonstrates that a lower proportion of Surrey Police's officers are leaving overall when compared with forces nationally.

The force's unplanned wastage rate for police officers is 2.5%, which is equivalent to approximately 50 officers leaving, and is higher than the national median of 1.1%. This demonstrates that a higher proportion of officers are voluntarily leaving when compared with other forces nationally. It is linked to transferee wastage, due to other forces beginning to recruit again. It is also of note that the South East region has one of the highest employment rates thus greater attrition rates would be expected.

Police Pay and Conditions

Police Staff Pay Negotiations – UNISON members have rejected the offer of 1% across all graded pay points, subject to the condition that changes would be made to police staff terms and conditions in relation to rest days. Of those members who voted, 66% rejected the offer. UNISON has requested that the pay negotiations are reconvened as soon as possible. A meeting will be arranged at the earliest opportunity.

Police Staff Pay Increments – Eligible police staff are currently applying for their incremental awards which are effective from 1st September 2013, subject to meeting certain criteria.

Police Officer Pay – Police Officers have been awarded a 1% pay increase with effect from 1st September 2013. This is the first increase in the officer pay for 2 years, following the freeze on officer pay outlined in the Winsor report.

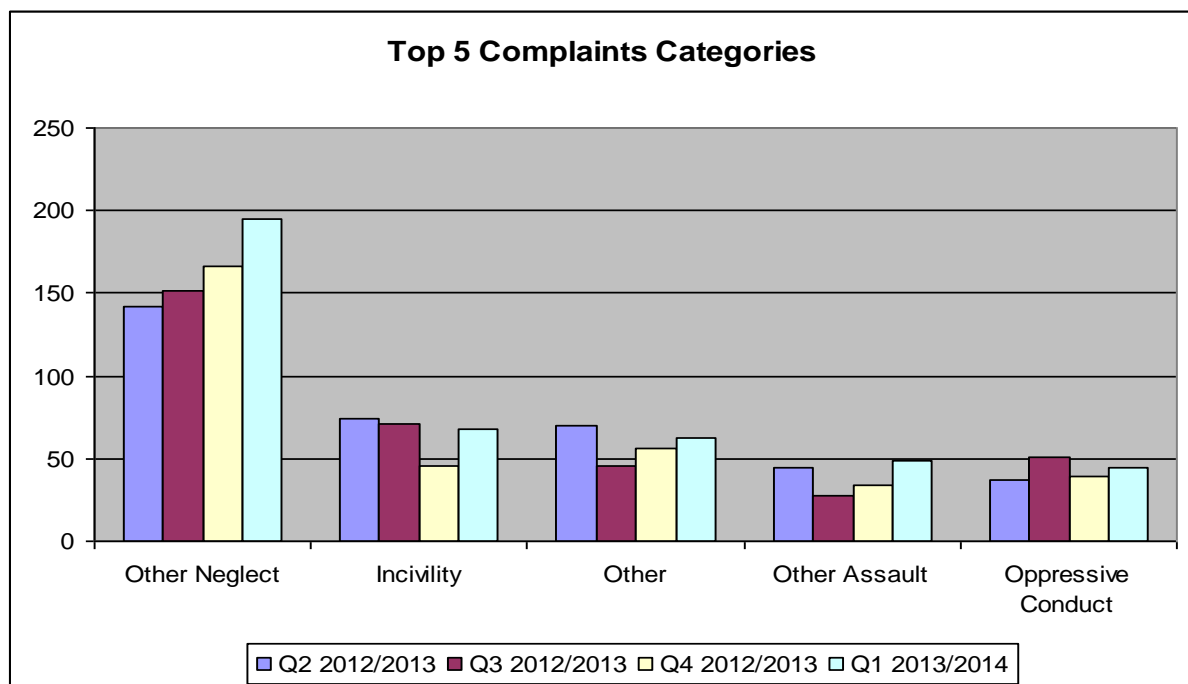
6). I will be uncompromising in the standards you expect from your police

Complaints and Discipline

There was a small increase in the number of complaint cases recorded in Q1 2013/14 in comparison with Q4; 3.3% which equates to 6 cases. There was however a significant increase in the number of allegations recorded. There were an extra 57 allegations which equates to a 16.5% increase in allegations and this can in part be attributed to a small number of cases that had a high number of allegations. While most complaint cases will

have one or two allegations, we will occasionally get a case which has 10 – 15+ and these are often complex and protracted investigations.

As per last quarter, the two highest categories are ‘Other Neglect or Failure in Duty’ and ‘Incivility, Impoliteness and Intolerance’. Both categories have seen an increase with ‘Other Neglect’ going up by 23% (+26 allegations) and ‘Incivility’ increasing by 37% (+14 allegations). This is now being considered by the Deputy Chief Constable and will form part of the professionalism action plan and be subject to actions under the professionalism agenda.



‘Other neglect of duty’; this consists of allegations around a lack of conscientiousness and diligence concerning the performance of duties, for example not recording or investigating matters, not keeping interested parties informed, or failing to comply with orders, instructions or force policy.

Incivility; this includes allegations of rudeness, arrogance, aggressiveness, lack of respect, patronising behaviour and a poor attitude.

‘Other’; this is used for the most part until more about the complaint can be established or if the other available categories do not fit.

Other assault – this consists of any kind of assault causing minor injury such as cuts and bruises

Oppressive Conduct – this includes unjustifiable use of routine traffic stops or a persistent police presence

Since the beginning of July 2013 there have been the following misconduct meetings and gross misconduct hearings:

Hearing or Meeting	Allegation	Outcome
Misconduct Meeting held STAFF	Whilst off duty a staff member was abusive and threatening towards members of staff and pupils at a school.	Formal Verbal Warning
Misconduct Meeting held OFFICER	An officer has kneed a staff member twice to the leg.	Management Advice
Gross Misconduct Hearing STAFF	A staff member made an unauthorised third party disclosure regarding the identity of an arrested person for reasons other than a policing purpose and resulted in that information coming into the public domain.	Written Warning
Special Case Fast Track Hearing OFFICER	An officer committed numerous driving offences both on and off duty which resulted in that officer being convicted of three driving offences in July 2013.	Dismissed
Misconduct Meeting held STAFF	A staff member has failed to disclose relevant details of which he was aware in a vetting form.	Formal Verbal Warning

Police Vehicle Incidents

The below table shows the number of collisions directly involving police vehicles; this shows that there has been a reduction in collisions this year compared to last year.

Types of Incident	FYTD 10 Sep 2013	FYTD 10 Sep 2012	Change	FYTD %age Change	Incidents July 13 compared to June 13	EOY 2012/2013
Collisions	209	266	-57	-21.4%	↓	592

Update on Fitness Testing

From September 2013 every police officer will have to pass a mandatory annual fitness test for the first time following a recommendation from the Winsor review of police pay and conditions.

Surrey Police was one of a few forces that introduced a mandatory annual job-related fitness testing for officers up to and including the Chief Constable in January 2012. Testing was introduced to ensure operational capability and provide the public with the assurance that the officers who serve them are physically capable of doing the job. Since the fitness testing was introduced the number of absences related to injury on duty has reduced from 94 in 2011/2012 to 83 in 2012/2013. As of July 2013 approximately 40% of the Force have already taken the test this year and the number of officers who are eligible but are yet to retake their test this year has decreased over the last month from 14.5% to 12.5%.

Dress Code and Standards

The Force wants all staff and officers to show pride and professionalism in every aspect of their work, including how they look. The Chief Constable commissioned a review of dress codes and standards and how we strengthen our approach. The new policy was reviewed by the Chief Officer Group and the new Dress Standards came into force on the 1st August 2013.

The dress standards set out exactly what is expected, whether you are an Officer, a member of Police Staff, a Special or a Volunteer. It is expected that everyone takes personal responsibility for ensuring that the way they look is in keeping with these standards. Line managers and supervisors are also expected to lead by example and to challenge anyone whose dress and overall appearance is not up to standard.

Letters of Thanks

Since the beginning of July 2013 we have received 23 letters and e-mails of appreciation including two donations to the Chief Constable's charity. The thanks were for swift response to violence offences, assistance at Road Traffic Collisions and general traffic control, thorough investigations into sexual offences and thefts, attendance at community events, administering first aid and praise for the Bikesafe course.

Appendix A

Standard PCSO Designated Powers and Duties

All Police Community Support Officers (PCSOs) are designated to exercise the following powers under Part 1 of Schedule 4 of the Police Reform Act 2002 as amended. These powers may only be exercised when on duty and when wearing the prescribed uniform within the Surrey Police area.

- Power to require name and address of a person, where the PCSO has reasonable belief that
 - A relevant offence or relevant licensing offence has been or is being committed.
 - A relevant fixed penalty notice offence has been or is being committed.
 - The subject has failed to follow an instruction given by a police officer in uniform to disperse under section 32(2) of the anti-social behaviour Act 2003.
 - An offence involving injury, alarm or distress has been or is being committed.
 - An offence involving loss or damage to property has been or is being committed.
 - A person is or has been acting in an anti-social manner.
 - A pedestrian or vehicle driver has failed to follow the directions of a PCSO undertaking traffic control.
- Power to confiscate and dispose of alcohol from a person drinking or intending to drink in designated public places.
- Power to confiscate and dispose of alcohol from a person aged under 18 years.
- Power to confiscate and dispose of tobacco from a person aged under 16 years.
- Power to seize drugs and require name and address from a person in unlawful possession of drugs.
- Power to stop cycles for the offence of cycling on a footpath
- Power to issue fixed penalty notices for:
 - cycling on a footpath,
 - littering (if authorised by the relevant local authority),
 - offences under Dog Control Orders (if authorised by the relevant local authority).
- Power to photograph a person who has been arrested, detained or given a fixed penalty notice away from a police station.
- Power to remove abandoned vehicles.
- Power to control traffic and pedestrians for purposes other than escorting a load of exceptional dimensions.
- Power to carry out Road Checks under Section 4 PACE Act 1984.
- Power to place and maintain traffic signs.
- Power to stop and issue warning or seize vehicle used to cause alarm, distress or annoyance.
- Power to enter premises to save life or limb or prevent serious damage to property.
- Power to enforce cordoned areas under S36 of Terrorism Act 2000.
- Power to stop and search vehicles and pedestrians in areas authorised under S44 Terrorism Act 2000 (only in company and under supervision of constable).

Police Community Support Officer Locally Designated Powers

Police Community Support Officers in Surrey are also designated by the Chief Constable to exercise the following discretionary powers under Part 1 of Schedule 4 of the Police Reform Act 2002 as amended, in addition to the Standard Designated Powers and Duties above. These powers may only be exercised when on duty and when wearing the prescribed uniform within the Surrey Police area.

- Power to stop vehicles under S67 Road Traffic Act 1988 for the purpose of road testing.
- Power to control traffic and pedestrians for the purposes of escorting a load of exceptional dimensions.
- Power to remove truants to designated premises.
- Power to search for alcohol and tobacco from persons under 18 (Paragraph 6 & 7, Schedule 4 to the Police Reform Act 2002), and from those over 18 and in a Designated Public Place when in the company of a uniformed Police Officer (Paragraph 5, Schedule 4 to the Police Reform Act 2002).

PCSOs in areas authorised by the Local Authority may also have the power to issue Fixed Penalty Notices for:

- Fly Posting
- Graffiti
- Dog Fouling (Not under a Dog Control Order)