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SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

**Update on Delivering the Six People’s Priorities**

**1) Take a Zero Tolerance Policing Approach**

**Crime Reduction**

The below table gives headline crime figures in Surrey. As can be seen, overall crime levels are down with 3015 fewer total notifiable offences (TNOs) than for the same period last year. There has been a notable reduction in the level of serious acquisitive crime and we are pleased to report that the reduction in the level of domestic burglary has been sustained. Violence with injury and serious sexual offences show an increase in reporting.

<b>Crime Reduction</b>	FYTD Dec 2013	FYTD Dec 2012	Change	FYTD %age Change
<b>Serious acquisitive</b>	<b>5663</b>	<b>6479</b>	<b>-816</b>	<b>-12.6%</b>
Robbery	165	171	-6	-3.5%
Domestic burglary	2414	2545	-131	-5.1%
<b>Violence with injury</b>	<b>2154</b>	<b>2557</b>	<b>+403</b>	<b>+18.7%</b>
<b>Serious sexual</b>	<b>367</b>	<b>288</b>	<b>+72</b>	<b>+27.4%</b>
Rape	157	123	+34	+27.6%
<b>TNO</b>	<b>37166</b>	<b>40181</b>	<b>-3015</b>	<b>-7.5%</b>
Serious Acquisitive and violence with injury	8220	8633	-413	-4.8

**a. Domestic Burglary - Operation Candlelight**

The success of this year’s operation led to the Deputy Chief Constable commissioning a three-week extension of the campaign until Sunday 15th December. The target reduction for the campaign was 10%, which was set to improve reduction over the three year average and the FYtD figure. We managed to go above and beyond the target set and achieved a 17.7% reduction overall, which equates to 126 fewer offences when compared with the same point last year. One of the successes of the campaign included the innovative use of proactive ‘X-ray’ Targeted Patrol Team (TPT) cars as part of the Force’s resource-to-demand work.

**b. Serious Sexual Offences**

Following a review of recording practices earlier in the year, the Force has enhanced its victim-based approach to the recording of sexual offences. This has resulted in a higher level of crime recording at the first point of contact as opposed to initial logging as a crime-related incident for further investigation; the revised approach is in line with best practice. The number of serious sexual offences tends to rise over the Christmas and New Year period, and we anticipate this being the case this year although figures are not yet available.

It is recognised that there is likely to be a degree of under-reporting of these offences, and to counter this Surrey Police launched a campaign in November to raise awareness of rape, sexual abuse and inappropriate sexual behaviour, and to encourage victims to come forward. The campaign, which is backed by the Rape and Sexual Abuse Support Centre (RASAC), aims to give victims the confidence to report offences in the knowledge that they will be taken seriously. In order to encourage more reports, the Sexual Offences Investigation Team (SOIT) - a specialist team of officers and staff who deal with reports of rape and other sexual offences - is raising awareness of the help and support available to victims.

### **c. Violent Crime**

The Force has reviewed violent crime levels and especially levels of assault occasioning actual bodily harm (ABH), which tend to peak during the Christmas holiday period. Analysis has shown that during this period last year, 49% of such offences occurred in a public place and 67% involved alcohol. As a result, the Force launched 'Operation Yuletide' over the Christmas and New Year period; this involved increased numbers of officers and staff focusing on the key town centres during the main times of offending, and aimed to keep people safe, maintain public order, prevent offences, and ensure licensed premises complied with the Licensing Act 2003. Full results are being analysed, however total recorded levels of all violent crime during December fell from 832 in 2012 to 755 in 2013.

### **Domestic Abuse**

Domestic Abuse has accounted for 32.5% of the overall violence with injury in Surrey so far this financial year. The Force continues to encourage the reporting of domestic abuse, and reported domestic-related violence with injury has seen an increase of 24.1% compared with last year.

In November, Surrey Police was inspected by Her Majesty's Inspectorate of Constabulary (HMIC) on how it addresses Domestic Abuse. The inspection is part of a national thematic report commissioned by the Home Secretary in September 2013. The Force had already identified through the Crime Performance Board (CPB) a number of areas for improvement which were drawn to the attention of HMIC. At the conclusion of the inspection, the Inspectorate verbally updated the Force on their views, which included the positive commitment and attitude of Contact Centre staff, response officers in TPT and investigators in the Prisoner Investigation Unit and PPIU. The final thematic inspection report is due in April 2014.

Domestic Abuse was featured in the December CPB, where a number of performance improvements were seen. Of note, the arrest rate for domestic-related violence has now increased this financial year by 3.7%, and this continues to be an area of focus.

### **d. Anti-Social Behaviour**

Reported anti-social behaviour (ASB) in Surrey continues to fall, and this financial year has seen a decrease of 9.6% compared to the previous one, with the borough of Spelthorne notably recording a 20% decrease – this is due to concerted efforts by the Neighbourhood team, including focused patrols at key times, partnership work to install CCTV at ASB hot spots, and deployments and licensing work in Staines town centre where the number of ASB incidents associated with licensed premises has fallen sharply.

## **Detection Rates**

Our performance needs to improve, with detection rates in every category being down on the same period last year. Work is being driven through the CPB to reverse this trend.

<b>Detection Rate</b>	<b>FYtD Dec 2013</b>	<b>FYtD Dec 2012</b>	<b>%point Change</b>	<b>FYtD %age Change</b>
<b>Serious acquisitive</b>	<b>8.9%</b>	<b>14.1%</b>	<b>-5.2</b>	<b>-36.9%</b>
Robbery	26.7%	36.8%	-10.1	-27.4%
Domestic burglary	10.1%	16.1%	-6	-37.3%
<b>Violence with injury</b>	<b>37.8%</b>	<b>44.8%</b>	<b>-7</b>	<b>-15.6%</b>
<b>Serious sexual</b>	<b>35.4%</b>	<b>41%</b>	<b>-5.6</b>	<b>-13.7%</b>
Rape	28.7%	29.3%	-0.6	-2.1%
<b>TNO</b>	<b>26%</b>	<b>30.9%</b>	<b>-4.9</b>	<b>-15.9%</b>
Serious acquisitive and violence with Injury	17.9%	17.9%	-3.8	-17.5%

### **a. Domestic Burglary**

This has been a consistent focus for the CPB since its inception, with work being done to identify good practice and areas for improvement. Senior leaders at a recent CPB were divided into groups and have been tasked with identifying a number of 'commitments to action', designed to improve detection rates. Recent emphasis on getting the basic investigation right and maximising all opportunities to identify suspects has started to pay off, with a steady improvement in recent weeks. Hard work during Operation Candlelight has resulted in a 30.4% increase in the number of arrests over the campaign.

#### **Examples of good work during Operation Candlelight**

- Three males have been charged following house burglaries in the North Surrey area. They were stopped, searched and arrested by police near to where a stolen vehicle from a burglary was found; in their possession were a number of mobile phones, a balaclava, a selection of gloves, a programmable key, and a key for a local Travelodge room; a search of this room resulted in two more balaclavas being found, as well as the keys for two vehicles stolen in separate house burglaries. The males were charged and remanded, with a three-day-lay-down. During this time, further evidence was gathered against one of the males and a fourth male, and they have both been charged in relation to more house burglaries.
- DS Bloomfield used the 'Find my iPhone' app to view the location an iPad stolen during a burglary. A search was then carried out and the missing iPad and other items taken during the same burglary were recovered.
- Promoting Immobilise to the public and making use of the National Mobile Property Register ([www.immobilise.com](http://www.immobilise.com)) to carry out property checks has also yielded some excellent results. An iPhone was recovered and an arrest made following an update on Immobilise which alerted a pawn shop that it had unsuspectingly bought a stolen phone. Details were taken from the shop's system which led to the arrest.

## **b. Serious Sexual Offences**

The increase in recorded offences as described earlier has resulted in a rise in the actual number of crimes which are being detected, however the detection rate itself has reduced. As a result of the higher levels of reporting, the Force is considering options to increase the capacity of the investigation teams.

### **Tackling Drugs and Alcohol in Schools**

The Force has provided a thorough update to the PCC at a recent scrutiny meeting on its work to understand the issue of drugs in schools. In summary, significant work has been carried out to better-understand the problem, through links with schools and young people, better education, and seeking the assistance of partner agencies. Local Neighbourhood officers also use all opportunities to gather and act upon information and intelligence; for example, as a result of intelligence a drugs warrant was executed in Oxted relating to the supply of drugs, notably involving students in close proximity to a local school. Whilst only a small amount of cannabis was seized a significant amount of cash was recovered. Further investigation resulted in forfeiture under the Proceeds Of Crime Act (POCA) of both the £2,000 found on the premises and a further £10,000 from bank accounts linked to the suspect, and the suspect has been prosecuted for the supply of drugs. The prosecutor was at pains to point out that she had never seen a supply case which had achieved such a large forfeiture given the small amount of drugs seized.

### **Conviction of one of Surrey's 'Most Wanted' - Alan Sibley**

In November, Alan Sibley was sentenced to 23 years imprisonment after he was found guilty of trafficking cocaine valued in excess of a million pounds into Britain. Sibley was originally arrested at his home in Lightwater in April 2001 as part of a covert investigation during which over 2.6kg of cocaine, many metal presses and £340,000 in cash were recovered. He was sentenced to ten years imprisonment after admitting to possessing the class A drugs with the intention of supplying. However, Sibley escaped from Ford Open Prison in April 2005 and flew to Mexico to set up residence. He became one of Surrey's 'most wanted' offenders when an arrest warrant was issued. In 2006, US authorities contacted Surrey Police when they intercepted a batch of cocaine, hidden in a table, destined for the UK. Over a period of three years the Force's Serious and Organised Crime Unit identified a further 17 consignments being sent to the UK. Further investigations were carried out and Surrey Police found Sibley to be directly implicated. He was arrested in Mexico in November 2012 and extradited to the UK in February 2013 where he was charged with conspiring to import class A drugs and escaping from lawful custody in 2005.

### **Examples of Good Zero Tolerance Policing**

- Elmbridge Safer Neighbourhood Team conducted a week of action called Operation Pumpkin in late November. Activities included joint patrols with Elmbridge Borough Council in local parks where there have been issues with anti-social behaviour. Other issues targeted included driving offences such as speeding and using a mobile phone whilst driving as well as parking in controlled zones.
- Officers in Tandridge dealing with underage-drinkers managed to ascertain which outlet had sold them alcohol. The officers were then able to identify the young people leaving this outlet from CCTV footage. This footage was used to seek a licensing review of the premises. The review has imposed 9 licensing conditions in order to prevent future sales to underage-drinkers.

## 2) More Visible Street Policing

### Seizure of Assets

There were three confiscations in November totalling £62,500; the largest was obtained by the central Economic Crime Unit, worth £60,962.96. This related to a long-running North Surrey investigation following a warrant executed in October 2010 when 56kg of cannabis resin was seized, and one person was convicted and sentenced to 40 months imprisonment in April 2011. The below table shows overall performance.

### POCA performance summary for current financial year to 30/11/2013

POCA scorecard	FYTD 2013/14	FYTD Target	EOY 2013/14 Target
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£876,275.06	£666,666	£1,000,000
Volume of confiscation orders	39	33	50
Value of confiscation orders	£668,495.64	n/a	n/a
Number of restraint orders	5	n/a	n/a
Number of cash seizures	43	47	70
Volume of cash forfeitures	18	n/a	n/a
Value of cash forfeitures	£207,779.42	n/a	n/a

As a result of the level of seizures for Q1 and Q2 this financial year, Surrey Police are in line to receive £276,716.25 from the Home Office. Last year's receipts were spent on funding the Economic Crime Unit and community projects. Discussions are ongoing on the appropriateness of community funding and whether more money can be spent on operations in the future.

### Resource Availability and Sickness

The following table shows that resource availability continues to be over 90%, and at 92.4% this is a 0.1% increase compared to the previous month, albeit it is down 0.3% from the same period last year. Police staff vacancies have continued to impact on resource availability, although the officer availability rate should ensure that the force remains above 90%.

	FYTD 2013	FYTD 2012	Change	FYTD %age Change
Resource availability	92.4%	94.1%	-1.7%	-1.8%

The next table shows that the percentage of working hours lost due to police officer sickness over a rolling 12 month period also continues to remain low at 2.6%, which puts Surrey Police well within the first quartile (25th percentile) when compared nationally. The Force figure equates to an average of 6.7 days per officer per year.

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

### **Surrey Police Special Constabulary**

There are currently 207 officers in the Special Constabulary; 171 of them are operational at present. Two Special Constables were awarded commendations by the Chief Constable at the December Award Ceremony. SC Sam Ockham was awarded for his prompt actions and professionalism on discovering a fire at a workshop in Dorking, whilst SC Lawrence Wood was awarded for his tenacious work that led to the arrest of a burglar and the recovery of over £20,000 of stolen jewellery. The Surrey Special Constable of the Year will be announced at a ceremony in January.

### **Introduction of Niche Crime Management System**

The Niche RMS computer system, which was introduced to replace the outdated Criminal Information System (CIS), went live in Surrey Police on 20th November 2013. The launch was very successful with over 3000 officers and staff being trained in the six-weeks before go-live, and no significant issues were experienced. Surrey and Sussex teams have been working closely together to deliver a joint solution. This is the first example nationally of two forces using a shared Niche service including hosting, data and application. The Force is also the first to have migrated old records (11 million) across from a legacy system to a joint system. This joint use of Niche technology brings the potential to deliver more collaboration opportunities across other areas of the Force. The whole phase of the project, from initial planning to launch, has been delivered to time and budget in the space of five months, the fastest implementation of a Niche system. The second phase, covering Case and Custody, remains on track to be delivered in mid-February.

#### **Early Operational Successes from Niche**

- Two Guildford TPT officers were able to arrest two men for possession of class A drugs thanks to Sussex intelligence
- A Detective Sergeant in Horsham was able to speed up the investigation of a burglary due to Surrey intelligence on a transit van

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

### **Call Handling and Response Times**

The below table shows that emergency call handling performance remains strong with FYtD figures to the end of November involving 93.8% of emergency calls being answered within 10 seconds, which is an improvement of 0.5% over the same period last year. Performance for non-emergency calls has dropped by 3.2%, and is being closely monitored. Attendance at grade 1 incidents within 15 minutes remains above target.

	Target	FYtD Nov 2013	FYtD Nov 2012	%point Change	FYtD %age Change
% 999 calls answered within target (10 secs)	90%	93.8%	93.3%	+0.5	+0.5%
% non-emergency calls answered within target (60 secs)	80%	74.5%	77.7%	-3.2	-4.1%
% grade 1 incidents attended in 15 mins	82%	83%	83.2%	-0.2	-0.2%
% grade 2 incidents attended in 60 mins	75%	84.4%	88.2%	-3.8	-4.3%

As anticipated, since the introduction of Niche our non-emergency call handling times have fluctuated as a result of longer call durations; this also happened in Sussex when Niche was introduced. This is an area of focus on a daily basis and we expect that our performance will stabilise as operators become more familiar with Niche.

### **Victim Care**

As can be seen from the below table, the Force has maintained the improvements reported on at the last management meeting.

	FYtD Nov 2013	FYtD Nov 2012	%point Change	Rolling Year %age Change
Overall crime victim satisfaction	86.5	84.8	+0.7	+0.8%
	FYtD Nov 2013	FYtD Nov 2012	%point Change	Rolling Year %age Change
ASB victim satisfaction	80.4	79.4	+1	+1.3%

The current FYtD (November surveys – September crimes) figure for overall crime satisfaction (burglary, vehicle crime and violent crime) is 86.5%; the year end 2012/13 figure was 85.8%. By indicator question, ‘Kept Informed’ (a key driver to overall satisfaction) has seen a statistically significant increase in satisfaction. The rolling year satisfaction gap has notably reduced from 4.3% points to 1.6% points. Satisfaction for BME victims has increased by 4.7% points in the last 12 months.

FYtD (November surveys – September incidents) satisfaction for anti-social behaviour (ASB) is 80.4%, which is 0.6% points higher than year end 2012/13. Nuisance neighbours and rowdy/inconsiderate behaviour have both improved compared to last year and vehicle nuisance is only 0.1% points below last year. ‘Actions Taken’ and ‘Kept Informed’, which are two key questions for overall satisfaction, have both seen notable improvements.

In support of enhancing victim care, we are pleased to report that the County Community Safety Partnership Board has recently agreed a new ASB strategy for Surrey; all partners have signed up to an information sharing system to ensure that, no matter to whom ASB is reported, all issues are looked at from a joined-up, partnership perspective with a view to solving issues rather than merely responding to them. The newly formed County ASB Steering Group, chaired by Superintendent Chris Moon, has brought together representatives from agencies and organisations across Surrey, including local councils, social housing providers and Victim Support, to ensure that the strategy is put into practice and all partners are working together. The key focus in coming months will be to introduce a joint risk assessment, used by all partners, to enable early identification of high risk incidents or vulnerable victims. The group will also prepare for the introduction of new ASB legislation, anticipated to be passed in the new year; this will give partners new powers to deal with ASB and will also give victims the right to demand an appropriate level of service.

### **Criminal Justice**

The following table shows data on effective, cracked and ineffective trials for both Crown and Magistrates courts in the Surrey Criminal Justice area. The table shows that the local Criminal Justice area performed below the national average in terms of levels of effective trials at both Magistrates and Crown courts in Q2. However rolling year performance is showing an improvement on the end of Q2 for Crown court trials. Surrey Police is developing its

partnership performance framework to improve how the criminal justice system supports victims and witnesses.

	Surrey Rolling year Nov 2013	Surrey Rolling year 2012	Surrey Q2 2012/2013	National Q2 2013
% of effective trials (Crown court)	49.5	n/a	48%	52%
% of cracked trials (Crown court)	31.9	n/a	32%	36%
% of ineffective trials (Crown court)	18.7	n/a	20%	13%
% of effective trials (Magistrates court)	36.3	n/a	40%	45%
% of cracked trials (Magistrates court)	38.6	n/a	35%	38%
% of ineffective trials (Magistrates court)	25.1	n/a	24%	17%

The number and outcome of trials are recorded by the courts system. A trial which commences on a scheduled date and reaches a conclusion is recorded as an ‘effective’ trial. An ‘ineffective’ trial does not commence on the due date and requires re-listing. In contrast, a ‘cracked’ trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion. Cracked trials are usually the result of a late guilty plea being entered by the defendant on the day, or where the prosecution offers no evidence against the defendant. The PCC and Chief Constable have discussed the future of the Criminal Justice Strategic Partnership meetings and the Deputy Chief Constable is keen to become more actively involved.

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

##### Public Engagement

##### **Local Policing Boards**

Since the last meeting in November, there have been Local Policing Boards in Mole Valley, Spelthorne, Surrey Heath, Woking and Waverley, and the results of these have been forwarded to the Police and Crime Commissioner’s Office. Issues raised included cycling, speeding, driving whilst using a mobile phone, various burglaries, frauds, ASB, criminal damage, violent crime, and town centre licensing. Some of the issues are force-wide matters and have already been commented on, whilst others are local and are being actioned by Neighbourhood teams where appropriate, e.g. speed enforcement. Local Policing Boards are now advertised on the ‘My Neighbourhoods’ section of the Surrey Police website, and there are direct links to the information from each borough’s front page.

##### **Student Placement Scheme in Runnymede**

Ten students from Runnymede schools have started a one-year placement with the Runnymede Safer Neighbourhood Team as part of the Community Students Partnership initiative, run in conjunction with Safer Runnymede and St John Ambulance. Led by an Inspector and supported by police volunteers, the scheme aims to enhance youth engagement with the Force and help the students develop life-enhancing skills. Each student has pledged to devote a minimum of 50 hours over the year to the scheme and will spend most of that time working with Police Community Support Officers (PCSOs). They will also have the opportunity to learn about first aid, firearms, police dogs, scenes of crime and public order. A further intake is being planned for September 2014.

## **Chelsea's Choice**

A hard-hitting play called 'Chelsea's Choice' is being shown in the county's secondary schools to warn young people of the dangers of Child Sexual Exploitation. The play has had a significant impact in other counties, where a number of allegations have been made following performances, alongside an increase in relevant information being reported.

## **Social Media Engagement**

### **Buzz Awards Grand Prix**

Surrey Police won the 'Grand Prix' and the 'Best Use of Twitter Award' at this year's national Social Buzz Awards Event for its use of Twitter. The Social Buzz Awards recognise the individuals, companies and organisations who are transforming the use of online activity to communicate with people in new and innovative ways; they are very competitive, with many big brands involved.

### **PRCA Awards**

Corporate Communications won the Public Relations Consultants Association's (PRCA) national award in the 'Public Sector Value for Money' category for its innovative work on two campaigns that focused on reducing the number of vehicle crimes within Surrey. Based on National Audit Office figures, it is estimated that the combined operational activity and integrated media campaign saved the local taxpayer approximately £415,000 during January to April 2013 by preventing 330 car crimes during that period.

## **5) Protect Your Local Policing**

### **Surrey Police and Joint Command Staff Survey**

Wave 16 of the Staff Survey ran from 18<sup>th</sup> November to 9<sup>th</sup> December and we do not expect to have a full analysis until the end of January. Preliminary results reveal that the response rate was 45%, which is comparable with the same period last year.

### **Officer turnover rates**

The Force 'wastage' rates show the percentage of leavers in comparison to the average headcount over a rolling 12 month period. The 'unplanned wastage' rates refer to the rate of 'voluntary' leavers from Surrey Police; examples include 'transfer to another force' and 'resigned for alternative employment'. 'Planned wastage' is the rate of involuntary leavers such as those who leave due to retirement or where an individual is made redundant. The total wastage includes both planned and unplanned leaving reasons.

The Force's unplanned wastage rate for police officers remained at 3% (equivalent to 60 police officers), keeping Surrey Police in the fourth quartile nationally. This is linked to other forces recruiting transferees and is being monitored through the Workforce Planning and Performance Board. Total wastage for police officers was 5.7%, which is equivalent to 113 police officers leaving; this puts Surrey in the fourth quartile nationally. The increase is attributable to high unplanned wastage.

### **Pay negotiations**

Surrey Police negotiates its own pay award locally with UNISON, which has recently balloted its members on a revised pay deal following the rejection of the previous offer in August. The result of the ballot has been confirmed and UNISON members have accepted the staff pay offer for 2013/14 and 2014/15. The offer is to pay an unconsolidated payment of £250 to all graded

staff at the point negotiations are finalised, a 2% pay increase across all graded pay points effective from April 2014, and an assurance that performance increments will be paid in September 2014. This offer is subject to the condition that changes would be made to police staff terms and conditions in relation to rest days. The ballot closed on 10th December 2013 and the vote has now been verified with 77% of membership voting in favour of accepting the offer and 23% against.

### **Lifestyle- Employee Reward Scheme**

Following a joint tendering process with Sussex Police over the last 6 months, a new voluntary benefits scheme has been introduced (replacing Stop and Save); this went live on 18th November. It has produced a cost saving of circa £15,000, whilst still providing all the features and savings of the previous scheme. Approximately 25% of officers and staff have already joined the scheme and have spent over £23,500. The pay and reward team have visited key sites and held road shows to promote it.

### **Personnel Today Occupational Health Award**

The Surrey Police Occupational Health Team won the top award in the 'Health Promotion and Wellbeing' category of this year's Occupational Health Awards. The team won for their work on the introduction of mandatory annual fitness testing, despite strong opposition nationally. Their work included offering exercise classes, individual coaching and fitness plans, free health screening and the development of the Wellbeing Hub as a one-stop-shop for health and wellbeing information for all employees.

### **Injuries**

There have been 32 injuries to officers and staff in December caused by people who were resisting and being violent, with injuries including swelling, grazes, bruises, sprains, cuts and pains. None of these injuries have resulted in absence from work, however 8 have resulted in medical examinations.

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

### **Complaints and Discipline**

There was a very slight increase in the number of complaint cases recorded in Q2 2013/14 in comparison with Q1, i.e. 1.7% which equates to 3 cases. There was however a small decrease in the number of allegations recorded which amounted to -3.2% (or 13 fewer allegations). Two of the cases recorded account for 31 allegations.

As in previous quarters, the two highest categories are 'Other Neglect or Failure in Duty' and 'Incivility, Impoliteness and Intolerance'. 'Other Neglect' has seen a decrease of 16% (-23 allegations) whereas 'Incivility and Impoliteness' has increased by 14% (7 allegations). There is no apparent reason for a change in these two allegation categories.

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

Hearing or Meeting	Allegation	Outcome
Gross Misconduct Hearing	Failing to disclose a change in personal circumstances and mishandling of internal information.	Final Written Warning
Misconduct Meeting	Accessing the Surrey Police Crime information System (CIS) without a policing purpose to check the nominal record of a family member.	Written Warning
Misconduct Meeting	Accessing CIS records on 13 occasions without a policing purpose.	Written Warning
Misconduct Meeting	Accessing crime records on CIS on at least 7 occasions without a policing purpose.	Final Written Warning
Misconduct Meeting	Accessing CIS records on 2 occasions without a policing purpose	Written Warning
Misconduct Meeting	Accessing CIS on 6 occasions without a policing purpose to view information about family members.	Written Warning
Gross Misconduct Hearing	Accessing CIS records on 6 occasions without a policing purpose to look up a family member.	Final Written Warning
Misconduct Meeting	Accessing CIS on 8 occasions without a policing purpose to look up details of a family member.	Written Warning

### **Standards of Police Driving**

The below table shows the number of police vehicle collisions whilst responding to incidents, and specifically how many of these are ‘multi-vehicle’ collisions.

Police Vehicle Incidents	FYTD Nov 2013	FYTD Nov 2012	Change	FYTD %age Change
Collisions involving vehicles responding to an incident	51	53	-2	-3.8%
Response multi vehicle collisions	19	13	+6	+46.2%

As can be seen from the table, the number of ‘response’ collisions FYtD to November 2013 has fallen slightly compared to the same period last year; the largest number of these (19) consists of multi-vehicle collisions, followed by kerbing (9) and hitting static property (7). Multi-vehicle collisions include any incident where there is more than one vehicle, and may be as minor as two wing mirrors clipping each other. Any damage to vehicles whilst in use is recorded as a ‘collision’; the vast majority of these involve minor incidents, such as damage caused by potholes, a chipped windscreen, or damage to a wing mirror, wheel or bumper.

### **Letters of Thanks**

Since 1<sup>st</sup> November the Chief Constable’s office has received 20 letters of appreciation. Thanks from members of the public covered a wide range of topics including: staff excellence within custody, officer patience and courtesy, searches for missing and vulnerable people, response to horse neglect, attendance at Remembrance Ceremonies, support through the court process and one from a drink driver who had been arrested and charged.