

SURREY POLICE - PAPER FOR JULY PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

1) Take a Zero Tolerance Policing Approach

Crime Reduction

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

Crime Reduction	FYtD June 14	FYtD June 13	Change	%age Change
Serious acquisitive	1576	1937	-361	-18.6%
Robbery	58	55	+3	+5.5%
Domestic burglary	662	777	-115	-14.8%
Violence with injury	1135	713	+422	+59.2%
Serious sexual	200	91	+109	+119.8%
Rape	90	30	+60	+200.0%
TNO	12,236	13,159	-923	-7.0%

a. Domestic Burglary

The Force has continued its focus on domestic burglary into the new the financial year and this has shown results, with the level of burglary reducing by 14.8%, or 115 crimes, compared with the same period last year. This may in part be due to the increase in detections which have a preventative effect as offenders on the whole can expect significant custodial sentences. The Force recognises that domestic burglary is of concern to Surrey residents and we aspire to reduce the level even further over the coming year with performance remaining subject to regular scrutiny at the Deputy Chief Constable's Crime Performance Board (CPB).

b. Violent Crime

The level of reported violence with injury for the financial year to date is 59.2% higher than for the same period last year. This is partly due to an increase in the reporting of domestic-related violence, which accounts for nearly 40% of all violent crime in the Force area, and this also implies an increased level of trust in Surrey Police. Of note, between October and May, 568 crimes were reclassified to violence with injury; this reclassification activity was not in place at the same time last year, and it demonstrates the Force's strong approach to its crime data integrity. Again, violence with injury has been an area of scrutiny by the CPB, which has singled out domestic violence and town centre violence as the biggest areas to tackle. 16% of

non-domestic violence with injury is alcohol-related, and the Force is actively considering ways in which the PCC can assist with licensing issues.

England and the World Cup

The detailed planning prior to the World Cup has proven successful with no increases in offences during the England games. The only apparently-related crime involved a woman who was cautioned after damaging a television following one match. Officers were also called to a public house Woking at half-time during an England match following reports of an affray, however it is believed to have been a disagreement over a cigarette rather than the football and no crimes were apparent upon police arrival.

Domestic Abuse

Surrey Police, together with partner agencies, have carried out a sustained campaign to raise awareness and encourage reporting of domestic abuse as well as increase confidence in Surrey Police's ability to tackle domestic abuse (DA). Confidence appears to be improving and as at 29th June the Force is recording a 24.6% increase in the reporting of DA crimes when compared with the same period last year.

The Force has put, or is putting, in place a number of actions to improve performance, along with partner agencies, including:

- The implementation of more training including video clips, and 40 Domestic Abuse champions are now in place to act as mentors offering support and advice to response officers. Awareness training of other officers and staff has taken place and training of all officers and staff will be on-going in the future.
- The Probation Service is joining the Safeguarding Hub to increase information sharing and bring a joined up response to protect victims.
- A perpetrator pilot that has been running which sees additional specialist officers dispatched to the report of DA crime to capture early evidence and retain victim support for a prosecution was rolled out across the Force in June.
- The Force successfully introduced Domestic Violence Protection Notices and Orders (DVPNs and DVPOs) in June, to provide safety to victims and give them breathing space; we are pleased to say that at June 20 we have already served 10 DVPNs, eight of which have successfully become DVPOs and two of which are pending at court.
- A dedicated Detective Inspector will review all data for the past 12 months to identify high risk offenders, and a concentrated joined up approach will be used to deal with them.
- There is a daily focus on DA, with 609 arrests in the first three months of the year compared with 359 during the same period last year. Each division carries out a daily review of all DA cases.

c. Serious Sexual Offences

Surrey Police is recording a significant increase in the volume of serious sexual assaults (+119.8%) and rapes (+200%) when compared with the same period last year. In a reverse to the position in the previous financial year, the largest increase is in recent reporting rather than delayed reporting (where there are at least 28 days between the offence being committed and reported). This has resulted from a combination of a more robust and effective crime reporting regime, ensuring that the Force takes a victim-centred approach, and the ongoing work with partner agencies including the Sexual Assault Referral Centre (SARC), the Rape and Sexual Abuse Support Centre (RASASC) and Outreach to encourage victims to come forward and report offences. Surrey Police is looking to improve performance, including increased training for specialist officers in relation to understanding

rape victim trauma and mental health. The Force is also assessing its response to a joint Association of Chief Police Officers (ACPO) and Crown Prosecution Service (CPS) National Action Plan.

Detection Rates

The below table shows headline crime detection figures in Surrey. As can be seen, we have continued to show significantly improved detection rates in relation to serious acquisitive crime, with robbery and domestic burglary detection rates both showing notable increases. Detection rates for TNOs overall have also increased, however there has been a slight drop for violence with injury, and a large drop for serious sexual offences, including rape.

Detection Rates	FYtD June 2014	FYtD June 2013
Serious acquisitive	15.5%	9.7%
Robbery	34.5%	25.5%
Domestic burglary	20.8%	10.8%
Violence with injury	38.5%	41.0%
Serious sexual	16.5%	49.5%
Rape	11.1%	40%
TNO	27.7%	28.4%

a. Domestic Burglary

We are pleased to note that focus over the past 12 months to maximise every detection opportunity for domestic burglary is bearing fruit and our performance in this area has shown significant improvements.

Where offenders have been identified through investigative enquiries, innovative forensic examinations, the use of CCTV identification or the use of Immobilise, every effort and resource is being made available to make an arrest at the earliest opportunity. Searches are being carried out not only to locate stolen property but also to identify any lines of enquiry that can place the offender in the locality of other offences, as offenders rarely offend once. Custody time is used to the maximum to gain sufficient evidence to charge, with Detective Inspectors routinely challenging Crown Prosecution Service (CPS) decisions not to charge or to bail. Efforts are made to remand offenders in custody or on occasions apply to the Court for offenders to be released into police custody to conduct additional questioning and enquiries about further offences. Where police are not immediately able to charge, suspects are bailed with restrictive conditions to prevent re-offending; these conditions are policed by the local teams to ensure compliance. Where bail does have to be used, efforts are made to investigate as many offences as possible for Conspiracy to Burgle offences thereby obtaining charges that properly reflect offenders' criminality and allow police to detect more crimes.

When offenders are charged, early contact is made with the Taken Into Consideration (TIC) team who will seek to introduce themselves to offenders at the earliest possible opportunity. The TIC team works closely with the investigating officers who often have formed a rapport with the offender. In addition to this, investigators are routinely conducting tertiary investigations after charge – these are ongoing investigations into other associated criminality by the offender. Should further evidence be obtained, the offender is produced from prison and charged with additional offences. These tertiary investigations and conspiracy investigations allow the TIC team to illustrate to offenders that it is in their interests to admit

further offending at the earliest opportunity or be faced with additional charges in the future. There is also a high degree of confidence in the ethical recording standards and practices of the TIC team, who are seen as leading the way in such things as mobile recorded interviews for TICs.

Examples of recent burglary arrests and detections

- One prolific offender has been charged with 26 domestic burglaries; this is the culmination of an investigation that has been running since August 2013.
- Members of an Organised Crime Group have been charged with Conspiracy to Burgle in relation to a series of car key burglaries comprising of six separate domestic burglaries.
- Two men have been given custodial sentences after pleading guilty to 'Asian Gold' burglaries in Stanwell.
- Two men have been remanded in custody, having been charged with two counts of burglary and taking a motor vehicle without consent following burglaries in Virginia Water. One of the men has also been charged with assaulting a police officer.
- The Reigate and Banstead Safer Neighbourhood Team have made arrests in relation to a distraction burglary from an elderly couple, who had a purse stolen from their house whilst they were in their garden.
- Five males have been arrested for Conspiracy to Burgle and Carrying an Offensive Weapon following reports that men wearing balaclavas were attempting to burgle a house in Camberley.

b. Violent Crime

The detection rate for violent crime with injury for the financial year to date is slightly lower than for the previous financial year; this should be seen in the context of a 59.2% increase in recorded crimes. The actual number of crimes detected, at 437, is 49.7% up on the same period last year (292). This increase in the number of detections clearly demonstrates the commitment to get a positive outcome in every case possible.

The Force takes a positive and proactive approach to arrest suspects. In relation to non-domestic violence with injury, there are now only six people wanted, having been charged and failed to appear at court, and three people wanted who have yet to be arrested. In relation to domestic abuse (DA) as at July 2nd, we are already seeing positive results in terms of increased arrests (+67.2%) and charges (+33.3%) when compared with the same period last year. Consequently there has been an increase in the number of offenders going through the Specialist Domestic Violence Courts and this is placing significant demand on both the courts and our partner agencies. Of note, our overall violence detection rate for DA has increased this year to 41.4% compared with 25.7% last year, with increased detection rates for both domestic violence with injury and violence without injury.

c. Serious Sexual Offences

The detection rate for serious sexual offences including rape is down on the same period last year; again this should be seen in the context of 119.8% increase in recorded crimes. Despite the increased workload, financial year to date to July 2nd the Force has made 34 more arrests

(104) than during the same period last year (70). Most detections come from crimes which have been reported some time ago (i.e. not within the last 12 weeks). Of note, in the first 12 weeks of the previous financial year, there was an unusually high number of detections for crimes reported within those 12 weeks, namely 13 compared to 4 this financial year. The CPS early pre-charge advice facility has been withdrawn, meaning there can be a delay in getting CPS advice and decisions, which impacts on detections. Also, within the last 12 months a more victim-focused and more robust recording regime was put in place for serious sexual offences, resulting in more crimes being recorded, and recorded sooner. The Force, however, is not complacent, and increased investment in Public Protection teams will see more officers and staff being able to investigate such offences. An internal review process is also being put in place for every serious sexual offence which is no-further-actioned.

Good Work on Recent Convictions:

Teenager sentenced to 18 months for possessing and distributing indecent images of children

Maximillian Coughlin was convicted and sentenced to 18 months imprisonment following an investigation by Surrey Police's Paedophile Online Investigation Team (POLIT). The teenager was identified through his Skype account which he used to communicate and share indecent images with others as well as persuading a teenage boy to commit a sex act. In addition to the custodial sentence, Coughlin was ordered to sign the Sexual Offenders' register for ten years and was made the subject of a Sexual Offences Prevention Order (SOPO) which prevents him from using the internet to contact any child under the age of 16 or having unsupervised face to face contact with anyone under the age of 16.

Unlicensed taxi driver convicted of rape

Paul Michael Causer was convicted of raping a woman after driving her from London to Surrey. The 39-year-old met the victim in Shoreditch when she was looking for a taxi, and despite not having a taxi licence, he offered to take her back to South London if she paid for the petrol. Causer stopped several times as he unsuccessfully tried to withdraw up to £600 from her bank account before raping her and dumping her on the roadside, where she was found by a security guard. Surrey Police Sexual Offences Investigation Team traced Causer to an address in Swanscombe, Kent, through the 'Where's My Phone' application on the victim's stolen iPhone. He will be sentenced at the Old Bailey in July.

Paedophile jailed for 12 years

Robert Sinclair was jailed for 12 years after using Facebook to groom teenagers into sexual activity. He was sentenced after pleading guilty to 33 offences including a sexual assault on a nine-year-old girl, attempting to pervert the course of justice, blackmail, sending obscene communications and unauthorised use of a computer. He created multiple online identities that he used to trick youngsters into filming themselves and used this footage to blackmail his victims into sending more. He used a further identity to swap the images on other sites. His victims came from across the country including six girls aged from 12 to 14 years, and a 13-year-old boy. Officers from POLIT began an investigation following information from a profile traced to him, which had been set up on a file-sharing website to share indecent images of children. Enquiries are ongoing with the National Crime Agency's Child Exploitation and Online Protection Centre to identify further victims.

Man jailed for raping woman in Whyteleafe Park

Colin Ford was jailed for 10 years after being found guilty of one count of rape. Ford was also given a sexual offences prevention order, meaning he must not carry any woman in any vehicle without them being aware of his convictions. He previously stood trial for the offence last year but a retrial was required after the original jury failed to reach a verdict.

Drugs

The Force continues to take a proactive and zero tolerance approach in relation to drug use, production and supply, including where it involves young people.

Recent examples of good work

- The Waverley Safer Neighbourhood Team is working with two secondary schools in the borough, where it has been identified that pupils are taking drugs. Plans are in place to tackle this issue, including visiting those identified as using drugs, organising referrals to Catch 22, a charity that offers early intervention and specialist substance misuse services, and passive dogs operations.
- A number of people have been convicted as a result of Operation Cenin, which saw addresses in Farnham, Guildford, Aldershot and London targeted in simultaneous dawn raids on April 30. Of the 14 people charged in relation to the operation, 13 have already been convicted for the supply of class A drugs; six have been sentenced to prison terms of between 3-6 years, a further five were given suspended sentences, one was given a Community Order and Supervision Order and sentencing was deferred for another.
- Safer Neighbourhood Teams in Epsom and Ewell are using intelligence gained through local engagement work to tackle drugs in the borough. As a direct result of public information a cannabis factory was located in Ashley Road, a large quantity of drugs was seized and a male was arrested.

Wider Examples of Good Zero Tolerance Policing

● Father and son convicted of a violent cash-in-transit robbery

Father and son, Terrance and Lewis Clark, were given long prison sentences after being found guilty of a violent robbery in Tattenham Corner last year, during which the van driver suffered significant facial injuries, losing his front teeth and requiring bone grafts. Terrance Clark was sentenced to life imprisonment, with a minimum tariff of eight years and six months, whilst Lewis Clark was sentenced to 16 years imprisonment. In what is being hailed as a world first, the Force used a reconstruction via Twitter (a 'Tweconstruction') alongside CCTV work, financial investigations, and automatic number plate recognition (ANPR) enquiries to build a case against the suspects. Using the hashtags *#tweconstruction* and *#opjadeite*, the events of the morning of the robbery were tweeted in real-time a month after the incident to trace further witnesses. The reconstruction started at 10.15 with pictures of a Chevrolet car seen circling the area, and continued through to the attack and until 11.53 when the car was found abandoned. The tweets reached 53,000 people and generated 40 calls; they helped to gather information from people in the area at the time and eliminate suspects from enquiries.

- On May 15, 10 people appeared before magistrates on a variety of charges relating Operation Cymru, a series of dawn raids at addresses in Guildford, Waverley and Hampshire, which targeted those involved in serious acquisitive crime including burglary, robbery and handling stolen goods. One of those arrested has already been convicted and sentenced to 12 months imprisonment for two counts of handling stolen goods.

- A dedicated and tenacious Neighbourhood Specialist Officer spotted a vehicle that had activated ANPR cameras while heading into Cranleigh. He located and seized the vehicle and two people purporting to be the legal owners were also located. On running checks the officer discovered that one of the people was wanted by police in Ireland who were in the process of obtaining a European Arrest Warrant for him. The officer liaised with the Garda in Ireland and the National Crime Agency to secure an arrest and the male has been extradited to face charges of handling stolen goods and possession of a firearm.
- There have been two separate arrests in relation to the Force's Operation Edisto, which targets courier fraud where elderly people are telephoned and tricked into giving their bank details and / or then giving their bank card or money to a taxi which arrives at their home; the card or money is subsequently dropped off with the offender by the taxi. On both occasions, good fast-time policing by the East Surrey Local Proactive Unit has allowed officers to work with the intended victims, and be in a position to arrest the offenders as the packages were collected from the taxi, on both occasions in London.

Stop and Search

Over the 12 months of 2013, the Force carried out 17,329 stop and searches, of which 4760 were on non-residents. This represents an overall drop in searches on residents of 6.8% compared to the previous year, but an increase in searches on non-residents of 7.3%. Of the searches carried out, 1229 (7.1%) resulted in an arrest; this is an increase of 0.7% points from the arrest rate of 6.4% during the previous year. It should be noted that arrests are not the only positive outcome from stop and searches as other methods of disposal are available, for example Cannabis Warnings. So far this financial year (up to June 30), the Force has issued 238 Cannabis Warnings and whilst it is not possible to link a warning to a stop and search record, it is likely that a significant number of Cannabis Warning are the result of a stop and search.

The Force has a 'Stopwatch' group which is chaired by a Chief Superintendent and meets every three months, and includes representatives from the Basic Command Units (divisions), the Operations Command, the intelligence department, the Office of the Police and Crime Commissioner, and the Independent Advisory Group. This group scrutinises stop and search activity, including overall performance and data, and it dip-checks individual records, to ensure that powers are being used fairly and in a non-discriminatory way.

Developing our Cyber Crime Capability

Emerging crime trends have identified a need for the Force to take steps to improve the way in which we deal with cyber crime. The aim is to implement a Local Cyber Crime Unit (LCCU) which will work across both Surrey and Sussex, and it is expected to be operational towards the end of the year. In addition, there will be forcewide cyber crime responsibilities for all officers working within Basic Command Units, to ensure that everyone has the relevant skills and experience, and a wider training plan is also under development. A pilot will be rolled out shortly in West Surrey, to ensure that when the project goes live later in the year we get things right for local delivery.

2) More Visible Street Policing

Seizure of Assets

Recent highlights include a confiscation order for £22,550 from an individual who was sentenced to 78 months imprisonment for drugs-related offences. A section 27 Misuse of Drugs Act 1971 forfeiture order was also obtained for two low value vehicles seized from the same person and he has been flagged for further investigation. A further confiscation order was obtained in relation to Operation Ventford, an identity fraud and money laundering investigation from June 2010; this is the seventh and final confiscation order from this operation, which has secured orders totalling £2,463,502.54.

POCA funding is managed through the Asset Recovery Incentive Scheme (ARIS) whereby Surrey Police have received an average of £200,000 per annum between 2010 and 2014. Currently the majority of this money has been used to pay the salaries of seven Financial Investigators in the Economic Crime Unit (ECU); this equates to about 20% of the total wage cost of the ECU. Additionally a modest amount has been released through a community grant scheme. The current POCA Incentivisation surplus is £120,294 and the estimated year end balance will be £260,294. A number of options as to how these monies could be spent have been developed for consideration by the PCC; these include roadside enforcement and education days and days of action to target wanted offenders.

POCA performance summary for current financial year to 31/05/2014

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

POCA scorecard	FYtD May 14	EOY 2014/15 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£298,668.78	£1,000,000
Volume of confiscation orders	37	50
Value of confiscation orders	£271,562.66	n/a
Number of restraint orders	4	n/a
Number of cash seizures	8	70
Volume of cash forfeitures	9	n/a
Value of cash forfeitures	£27,106.12	n/a

Man jailed for money laundering

A 33-year-old man has been sentenced to 2.5 years in prison after being convicted of three counts of money laundering. He came to the attention of Surrey Police when officers identified that he was living a lifestyle that could not be supported by legitimate means. A two-year in-depth investigation revealed that he had accumulated a sum of nearly £110,000 between January 2007 and October 2012 by selling unlawfully obtained or stolen goods online.

Resource Availability and Sickness

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

	FYTD May 2014	FYTD May 2013	Change	FYTD %age Change
Resource availability	90.2%	92.7%	-2.5 %	-2.7%

Overall the Force continues to have above 90% availability, although several areas continue to be well below this due to high police staff vacancy rates and long term sickness. The removal of these posts will have a positive impact on availability.

Police Officer sickness (rolling 12 months)	2.7%
Police staff sickness (rolling 12 months)	2.8%

Sickness continues to be low risk at 2.7% for officers and 2.8% for staff, with officer sickness remaining at 7.1 days per person for the second consecutive month. Surrey Police continues to have the lowest sickness rate when compared against our most similar forces (Cambridgeshire, Dorset and Thames Valley) and is expected to remain within the first quartile.

Surrey Police Special Constabulary

As of the end of May there were 170 officers in the Special Constabulary, 68.9% of whom have their independent patrol status and can thus carry out patrols unaccompanied by another officer. These officers have worked 781 shifts between them during April and May.

Examples of Good Partnership Policing

- Surrey Police worked with Surrey Heath Borough Council to target waste carriers and potential fly-tippers following a recent spate in the Chobham area. 40 commercial vehicles were stopped and a number of fixed penalty notices were issued by the council including five £300 fines for carrying waste offences. Police also issued fixed penalty notices for offences ranging from defective vehicles to having no valid MOT.
- Surrey Police worked with colleagues from British Transport Police (BTP), UK Borders Agency and the Vehicle Operator Standards Agency as part of Operation Hyperion to carry out road checks and stop suspicious cars using the main ‘corridors’ from London. The action was held in response to an increase in burglary and car crime in the area. Officers stopped vehicles which either matched intelligence criteria or ‘pinged’ on ANPR as having been stolen or used in crime.
- Officers from the Roads Policing Unit worked with the Guildford Safer Neighbourhood Team, Casualty Reduction Officers and Waverley Borough Council's Licensing Team to check on the roadworthiness of taxis and private hire vehicles. This action, called Operation Carriage and carried out across Waverley, Woking, Guildford and Surrey Heath, also checked that drivers were following the conditions set out on their licences.
- In a joint operation with BTP and Railtrack, a proactive operation was run at Epsom train station to target people using the rail network to commit crimes in Surrey. The operation resulted in two arrests, one for possession with intent to supply drugs and the other on an outstanding warrant, and passive dogs made 15 positive identifications of individuals who were then searched. From our partners there were 42 Fare Penalty Notices and six Fare Evasion prosecutions.

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 the financial year to date figures showing 93.2% of emergency calls being answered within 10 seconds. Performance for non-emergency calls is lower.

	FYtD May 2014	FYtD May 2013	Change
% 999 calls answered within 10 secs	93.2%	94.9%	-1.8%
% non-emergency calls answered within 60 secs	65.5%	72.0%	-9.0%

Since the introduction of Niche our non-emergency call handling times have continued to fluctuate as a result of longer call durations and increased data inputting. This remains an area of focus on a daily basis and we expect that our performance will stabilise as operators become more familiar with the new system; a number of measures are being put in place to reduce the workload of the Contact Centre and to prioritise resources on answering calls quickly.

Our rolling year data shows the average attendance time for grade 1 incidents to be 11 minutes and 53 seconds, and for grade 2 incidents to be 54 minutes and 49 seconds.

Victim Care

The below table shows the Force's victim satisfaction performance so far this financial year compared with the same period last year.

	FYtD May 2014	FYtD May 2013	%point Change	%age Change
Overall crime victim satisfaction	87.7%	88.6%	-0.9%	-1.0%
	FYtD May 2014	FYtD May 2013	%point Change	%age Change
ASB victim satisfaction	78.6	79.1%	-0.5%	-0.6%

The financial year to date overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is 87.7%, which is a slight decrease on the same period last year, but is showing an improving picture with a 1.7% point increase on the end of the last financial year. By crime type, satisfaction has improved for both violent crime and racist incidents, where violent crime has achieved an increase of 7% points from the beginning of the financial year. By indicator question, 'kept informed' (a key driver to overall satisfaction) has seen a notable increase in satisfaction (+5.7% points compared to last year). 'Actions taken' and 'treatment' have also seen improvements in satisfaction.

The financial year to date satisfaction performance for anti-social behaviour (ASB) is 78.6% which is 0.5% points lower than for the same period last year. However overall satisfaction for nuisance neighbours has increased by 4% points compared to year end 2013/14. The disability satisfaction gap for ASB has reduced from 5.5% points to 4.7% points.

The Victim Care 2014/15 Action Plan is being delivered through the Victim Care Board, and activity includes:

- A new communications plan
- Victim care objectives in Performance Development Reviews

- Reviewing our in-coming contact processes
- Enhancements in technology to keep victims informed via the online portal and SMS text messages
- A review of training packages

The Victim Code Compliance Audit

Surrey Police has carried out an audit to check our compliance with the national Victim Code. The code, which was introduced in December 2013, sets out our statutory obligations to victims of crime. Overall, the audit found that there was a positive trend, with results generally improving; however, there is further work to be done to achieve 100% compliance. A number of ways in which performance could be improved were identified and these have been communicated to staff.

Launch of Pegasus 'Help me help you'

A new scheme has been launched to make it easier for people with communication difficulties to contact Surrey Police. The scheme, known as Pegasus 'help me help you', works by storing information which has been volunteered by people who sometimes find it harder to communicate, such as people with speech, hearing, mental health or learning difficulties. It is being run in partnership with other local services such as Surrey Coalition of Disabled Partnership, Surrey Disabled People's Partnership, South East Coast Ambulance and Surrey Fire and Rescue, and is free to use. Once a person has registered they will be sent a card with their own personal identification number which they can quote when they call. The call handler will be able to respond immediately by getting the information from the database, allowing the caller to concentrate on the reason for their call rather than giving their details. The card can also help with face-to-face contact by signposting police officers, police staff or other emergency service personnel to the fact that extra help may be required.

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

Local Policing Boards (LPBs)

Recent LPBs have been held in Epsom and Ewell, Mole Valley, Runnymede, Spelthorne and Woking. Issues raised included anti-social parking, youth anti-social behaviour, dog fouling, cycle and moped thefts, speeding cyclists, and changes to Police Community Support Officer numbers; the tackling of the specific issues raised is carried out as part of core business by the local policing teams.

Surrey Police are always looking at new and inventive ways to engage with the communities we police such as via Social Media. An example of this is in Epsom and Ewell where the team are trialling Social Media to increase public representation in outlining the priorities for their area. Where previously votes were taken on priorities at panel meetings and surgeries, the team is now running a voting scheme on Facebook and Twitter. In Woking, the @wokingbeat Twitter account is used to promote community engagement and enforcement, e.g. through the use of #fridayfigures to highlight the number of arrests and amount of good work that goes on within Woking from all departments. The account is approaching 3000 followers, which is the largest Twitter neighbourhood account in Surrey.

The Safer Neighbourhood Team in Tandridge has increased engagement with the local community through holding a well publicised cycle-marking event at a local business. During

the event 103 cycles and scooters were marked, giving the team the opportunity to speak to a large audience about crime prevention and the various ways available to contact Surrey Police.

Elmbridge Young Persons of Honour Awards

Young people in Elmbridge were recognised for their achievements and acts of bravery by Surrey Police at an awards ceremony on May 9. The Elmbridge Young Persons of Honour Awards commend the hard work and dedication of young people aged eight to 18 who live or attend school in the borough. The awards, which were first held in 2009, were organised by PC Phil Jebb, West Molesey Neighbourhood Specialist Officer, a group of Surrey Police volunteers, Elmbridge Council and Surrey County Council.

Police dog puppy named after public competition

The new canine recruit was named Gemma after Surrey Police invited suggestions starting with the letter G from the public via Facebook and Twitter. The Force received more than 1,000 comments and nearly 500 names were suggested. Surrey Police dog Tia gave birth to a litter of puppies - including Gemma - on May 25. If the puppies successfully complete an initial assessment, they will spend 12 months with a volunteer undertaking basic training before being assigned to a police dog handler.

5) Protect Your Local Policing

Employee turnover rates

The Force 'wastage' rates show the percentage of leavers in comparison with the 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.

Unplanned wastage for police officers has risen slightly since the end of the last financial year from 2.9% to 3.2%, with the main leaving reason being to transfer to another police force. The high unplanned wastage rate continues to be monitored at the Workforce Planning and Performance Board and is also factored into the probationer and transferee intakes projected for the financial year. The police staff unplanned wastage rate has also increased from 12.0% to 13.5%, with the most common reason for leaving being alternative employment. As the national unemployment rate has continued to fall and more external opportunities have become available, this is likely to continue to be the most common reason for leaving. A key point is that people can earn more money elsewhere; in a recent example a member of staff was able to increase their salary by 40% by doing the same job at the City of London Police.

Total wastage for police officers and staff increased from the end of the financial year to the end of May from 5.7% to 6.1% for police officers and from 16.7% to 20.8% for police staff. This was due to the total number of leavers rising from 112 in 12 months to 117 for police officers and from 371 to 427 for police staff. This means that Surrey remains in the fourth quartile nationally. Both increases are directly attributable to high unplanned wastage.

Injuries

During May, 68 officers and staff were injured whilst on duty. Of these, 39 injuries were due to aggressive people. Injuries included bruising, cuts, sprains, twists, and bumps. Eleven injuries required First Aid, with ten more resulting in hospital treatment.

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

Complaints and Discipline

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

Hearing or Meeting	Allegation	Outcome
HEARING	Officer breached the Standards of Professional Behaviour in the Schedule to the Police (Conduct) Regulations 2008 in that he knew or ought reasonably to have known that his wife was committing a variety of frauds to the benefit of the family, yet the officer did not challenge or report that conduct and in numerous instances was complicit in the same.	Dismissed without notice
MEETING	Officer made inappropriate disclosures of confidential information to a person with whom there was no Information Sharing Protocol or other recognised agreement in place.	Management Advice
FAST TRACK HEARING	Officer has used the details of two vulnerable women provided to him in the course of his duty to have inappropriate contact, with a view to forming a sexual relationship, with them. Officer also accessed crime information systems relating to the women without a policing purpose.	Dismissed without notice
HEARING	Officer accessed crime information systems without a policing purpose on a number of occasions.	Final Written Warning
MEETING	Officer accessed crime information systems without a policing purpose on a number of occasions. The officer also failed to update their vetting in relation to their knowledge of the criminal background of a family member.	Management Advice
MEETING	Officer accessed crime information systems without a policing purpose on a number of occasions	Final Written Warning
MEETING	Officer accessed crime information systems without a policing purpose on a number of occasions. The officer also failed to disclose two criminal associates including one that was residing in his home.	Management Advice
HEARING	Officer accessed crime information systems without a policing purpose on a number of occasions to look up records of several family members including some investigations that were 'live' and some which named a family member as a suspect.	Dismissed without notice – appeal received
MEETING	A member of staff disseminated an intelligence report containing sensitive and personal data to another Force without reasonable justification and without due regard to their personal responsibilities .	Written Warning
MEETING	An officer authorised the release of an un-redacted copy of a crime report to another Force without reasonable justification.	Written Warning

Operation Heather – Investigation of the deaths at Deepcut Barracks

Between 1995 and 2002, Privates Sean Benton, Cheryl James, Geoff Gray and James Collinson died from gunshot wounds, whilst serving at Princess Royal Barracks, Deepcut. In 2012, Surrey Police received notice from the organisation Liberty, that an Order to quash the original 1995 Coroner's verdict, in respect of Private James, was being sought under Section 13 of the Coroners Act 1988. In March 2014, the Attorney General granted an application to be made to the High Court. The date for this hearing has yet to be set. Surrey Police has also

received notice of the other three families' intentions to seek similar appeals against the original inquest verdicts relating to their loved ones. Operation Heather is a small dedicated team of police officers and staff, led by a Detective Superintendent and working together with legal Counsel; it has been set up to undertake a long-term wide-ranging programme of disclosure to the families' legal representatives. Whilst this is not a reinvestigation of the four deaths, the disclosure programme is focusing on the volumes of material gathered during the 2002 Surrey Police investigations, Operations Nodule and Nickel.

Code of Ethics

The College of Policing have published a national Code of Ethics. Whilst this is yet to be laid before Parliament to be confirmed as a statutory requirement, Surrey and Sussex Police are proactively responding to this, ensuring that the Code is successfully embedded into key processes and communicated, so that officers and staff understand their responsibilities and requirements.

Progress within the last six weeks includes:

- Short, medium and long-term communications plan of activities put in place to make all staff and officers aware of the Code
- Gap analysis of HR policy and practice in both Surrey and Sussex
- Paper submitted to the Senior Leadership Team recommending a joint governance structure, the creation of an external reference group and a link between the Code and decision making using National Decision Model, HR practices and policies
- Governance in place through regular monthly meetings with the Professional Standards Department, Corporate Communications and HR reporting into the People Strategy Board

Surrey Police performs well in annual fitness tests

Recently published figures by the College of Policing for fitness test pass scores show Surrey Police to be amongst the top ten forces when it comes to passing the annual shuttle run test. Of the 2204 Surrey Police officers who took part in the annual test, 2179 (98.9%) passed. Surrey, which was one of the first forces to bring in the annual testing, had the second highest number of officers in the country who took part in the fitness test with only Kent entering more.

Surrey wins first place at the National Police Dog Trials

PC Paul Barnham and Police Dog Ethel won first place at the 54th National Police Dog trials held in Sheffield. Paul and Ethel scored 885 points out of a possible 1000, 61 ahead of their nearest rivals. As well as winning the overall title, the pair also took the Joseph Simpson Trophy for the highest marks in the tracking exercise and the William Palfrey Trophy for the highest marks in the criminal work. This is the first time that a team from Surrey has won the event, beating off competition from 21 other dog handlers over three days of intense competition. Surrey and Sussex's other pairs, PC Male and Apollo and PC House and Jax, also performed well coming 5th and 6th respectively.

Surrey police officer recognised in Queen's Birthday Honours

PC Gaynor Grout from the Mole Valley Safer Neighbourhood Team has been awarded the Queen's Policing Medal (QPM) in recognition of her contribution to community policing. Gaynor has worked for Surrey Police for 26 years and has spent the last ten years working in Leatherhead as a Neighbourhood Specialist Officer. Known as an outstanding investigator, she has received numerous good work reports from senior officers and members of the public for her professionalism, tenacity and positive attitude.

Letters of Thanks

Between 25th April and 23rd June 2014, the office of the Chief Constable received 43 letters and e-mails of appreciation. Thirteen of these relate to Surrey Police involvement in locating missing family members or individuals threatening self-harm or suicide. Support to motorists involved in collisions generated seven pieces of correspondence. South East Coast Ambulance Service wrote on two occasions to thank officers who had performed lifesaving activity at collision scenes. Victims of crime and their families thanked officers and staff involved in the investigations of historic sexual assaults, violence, theft, vehicle crime, building society robbery and drugs offences.