



SURREY POLICE - PAPER FOR SEPTEMBER 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 Aug 14	FYtD Aug 13	Change	%age Change
Serious acquisitive	2601	3178	-577	-18.2%
Robbery	101	97	+4	4.1%
Domestic burglary	1115	1306	-191	-14.6%
Violence with injury	2037	1361	676	+49.7%
Serious sexual	351	177	+174	+98.3%
Rape	159	64	+95	+148.4%
TNO	21014	21783	-769	-3.5%

a. Domestic Burglary

The Force has maintained its focus on domestic burglary and this continues to deliver results, with the level of burglary reducing by 14.6%, or 191 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).

Work is already underway on this year's winter burglary campaign, which for the first time will be run regionally with Sussex, Kent, Hampshire and Thames Valley Police forces. The aim is to reduce domestic burglary across the South East while also preventing displacement activity across county borders. The aspiration is that this will be the first of many regional campaigns, which will see forces sharing operational assets, campaign experience and funding.

b. Violent Crime

Surrey Police acknowledge there has been a significant increase in recorded violent crime compared to last year; it should be noted however that approximately half of the increase in

violent crime is domestic abuse related which shows an increased confidence in Surrey Police's ability to deal with this crime type. We are committed to dealing with violent crime of all types including street-based, non-domestic crime and work to reduce the levels of this is being driven through the CPB. The Force has been carrying out a campaign to reduce violence since the beginning of the FIFA world cup in June. The campaign, which focuses on public place and domestic violence, is paying dividends. Total levels of violent offences reported during the World Cup (Thursday, 12 June to Sunday, 13 July) decreased by around 40% compared with the figure recorded during the 2010 tournament. There was also a 15% reduction in the number of domestic violence incidents reported during this year's World Cup compared with the tournament four years ago. The Force carried out additional high visibility patrols in town centres across Surrey both during and after high-profile matches to respond to any public disorder and prevent increases in public place violence during the tournament but officers were only required to attend a very small number of football-related incidents. In the build-up to the World Cup Neighbourhood officers worked closely with local authorities and licensees from pubs and clubs throughout Surrey to help prevent disorder.

The operational activity has been backed up throughout the summer with an extensive advertising and social media campaign designed to deter potential perpetrators of public place and domestic violence. Intelligence suggested that the key deterrent to committing violence is ending the night in a police cell and based on this, key activity has been based around the strapline *#TheHardCell*. This has included advertising on billboards near pubs and railway stations (both during and since the World Cup), digital screens in town centre pubs and clubs and an advertorial in 'Guide2Guildford'. A social media campaign, which is ongoing, includes a programme of Tweets and Facebook posts which have been run each week since the beginning of the World Cup tournament. To give the campaign a further boost a video filmed in 'the hard cell' was launched on Friday, 8 August, with associated promotional posts on Facebook and Twitter. Domestic Violence was also tackled through a 'one month ban' poster which was produced for custody, and a video shown in Accident and Emergency Departments (St Peters, Epsom and East Surrey hospitals) to raise awareness of the newly introduced Domestic Violence Prevention Notices.

c. Serious Sexual Offences

Surrey Police is recording a significant increase in the volume of serious sexual assaults (+98.3%) and rapes (+148.4%) when compared with the same period last year. The Force continues to take a victim-centred approach, and insists on the correct recording of offences by officers and staff at the point of reporting. We continue to work closely 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.

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	FYtD Aug 2014	FYtD Aug 2013
Serious acquisitive	13.5%	9.5%
Robbery	26.7%	22.7%
Domestic burglary	19.6%	11.2%
Violence with injury	35.6%	41.6%
Serious sexual	15.1%	44.6%
Rape	9.4%	39.1%
TNO	26.1%	28.0%

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 with the detection rate being nearly double what it was at the same time last year, and Surrey Police improving by 8 positions nationally. The Taken into Consideration Team continues to perform well and there is a number of TICs pending.

Examples of recent good work

- David Adams has been sentenced to three years in prison after pleading guilty to 10 burglaries and asking for a further 72 offences to be taken into consideration. His offending covered the areas of Pyrford, West Byfleet, Walton-on-Thames, Hersham, Weybridge and East Molesey as well as the New Forest area.
- Lewis Kelleher has been sentenced to three years and eight months imprisonment after pleading guilty to a string of burglaries in Virginia Water and Farnham earlier this year involving the theft of jewellery.
- Anthony Murray has been jailed for 5 years after admitting two counts of burglary and asking for a further 102 to be taken into consideration, some dating back to 2010. Mr Murray committed burglaries across the county and its borders stealing high end jewellery and electronic goods. Surrey Police have been able to reunite 30 victims with their stolen items following two open days held in Caterham Police station in August.
- Daryl Gooding has been sentenced to three years in prison after pleading guilty to a burglary in Oxshott in July 2014
- Mark Chatfield as sentenced to four years in prison after being convicted of burglary at house in Guildford in December 2013.
- A would-be thief from Essex who was seen acting suspiciously and then tracked by a Dog Unit to a nearby garden in November last year, has been found guilty of going equipped to steal and sentenced to 9 months in prison.

- An operation was conducted at a car boot sale in West Surrey by the Guildford Safer Neighbourhood Team (SNT) following intelligence reports that stolen goods were being sold at the location. A male was seen by officers selling gardening equipment which was believed to be stolen goods; the male was arrested, the goods were seized and further enquiries have linked them to a burglary in Old Woking.

b. Violent Crime

The detection rate for violent crime with injury for the financial year to date is slightly lower than for the same time last year; this should be seen in the context of a 49.7% increase in recorded crimes. The actual number of crimes detected, at 725, is 28.1% up on the same period last year (566). This increase in the number of detections clearly demonstrates our commitment to bringing violent offenders to justice. The Force is, however, not complacent and is committed to increasing its violent crime detection rate; it has, for example, been reviewing how many crimes we attend and expects officers to carry out swift and robust investigations, following all available leads; this was discussed at CPB and further updates will follow.

In relation to domestic abuse (DA), we are already seeing positive results in terms of an increased arrest rate and detection rate 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. We have issued 32 Domestic Violence Protection Notices, 27 of which have been converted into Domestic Violence Protection Orders at Magistrates Court.

c. Serious Sexual Offences

The detection rate for serious sexual offences, in particular rape, has reduced when compared with the same period last year; again this should be seen in the context of an 98.3% increase in recorded crimes. Our more victim-focused and ethical crime recording process this year means that we are recording more sexual offences, and recording them sooner. A significant number of relevant cases are with the Crown Prosecution Services awaiting a charging decision; if the average charge rate were applied to these outstanding cases our detection rate would increase by 8.8% points to 23.9%. Consequently we anticipate our performance to increase once these cases have been processed. In addition, we are reviewing all police decisions regarding no-further-action on crimes within the last month to identify whether the Force is making such decisions too early.

The Safeguarding Investigation Unit (SIU) is dealing with the larger workload caused by increased reporting, as well as the higher arrest rates for DA. Increased investment in SIU will provide the department with more officers and staff, bringing increased capacity, and the Force is actively trying to fill 25 vacancies which are now within the department. To increase their efficiency and effectiveness, their shift pattern is also being reviewed.

Examples of Good Work

Operation Notarise

Surrey and Sussex Paedophile Online Investigation Team were involved in Operation Notarise, a large scale national child safeguarding investigation, focusing on more than 1,000 suspects who offered, viewed and possessed indecent images of children. Surrey and Sussex POLIT received 46 intelligence packages and this intelligence resulted in six warrants being issued in Surrey with seven arrests. All arrests were for offences relating to the possession and/or sharing of indecent images of children. Appropriate safeguarding measures have been put in place to protect the victims whilst enquiries continue. This operation is an excellent example of joint working across the two Forces and has ensured the safeguarding of numerous children and identified a large number of dangerous individuals who are now being investigated.

Man jailed for 7 years for sexual offences against a young girl

Duberney Jaramillo Restreppo has been sentenced to seven years imprisonment after entering a last minute guilty plea to three charges of sexual offences against a child under 13 years at Guildford Crown Court. Restreppo's victim was 10 years old at the time of the offences which took place between 2007 and 2009.

Horley man charged over sexual assaults after BBC Crimewatch appeal

The incidents occurred in Caterham and Warlingham in May 2014. The charges follow the successful inclusion of the offences on the BBC's Crimewatch programme.

Former trainee paramedic found guilty of sexual assaults in Surrey and London

Christopher Bridger was convicted of five sexual assaults on three female victims following a 13-day trial at Guildford Crown Court. Bridger was found guilty of one count of rape while he was studying at St George's Hospital in London between 2008 and 2009 and sexually assaulting two co-workers at the South East Coast Ambulance NHS Service in 2011 and 2012.

Drugs

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

Surrey Police has recently introduced screening devices that can detect cannabis in saliva in all custody suites. The new technology will help the Force pursue motorists who drive under the influence of drugs, as the devices indicate whether a laboratory test is needed; then a health care professional can take a blood sample without the need to call a doctor to examine the suspect.

Recent examples of good drugs-related work

- Marcus Heggarty has been sentenced to 32 months in prison after pleading guilty to possession with intent to supply at Guildford Crown Court. Mr Heggarty was arrested following the execution of a search warrant at an address in Woking June this year.
- A closure Order has been granted for three months on a house in Burpham, Guildford which was causing a nuisance to neighbours due to antisocial behaviour and drug dealing taking place on the premises. The tenant has also been permanently evicted from the property.

Wider examples of good zero tolerance policing

- Surrey and Sussex Police have launched Operation Stingray to stop offenders who drive unregistered or uninsured vehicles from slipping through the net. The operation uses Automatic Number Plate Recognition (ANPR) hot lists to specifically identify and flag up uninsured, unregistered vehicles (in constant use) and foreign registered vehicles committing offences and continually avoiding detection.
- Three men have been sentenced to a total of 39 years in prison following an aggravated burglary in Ockham and a linked robbery at a jewellery store in Cobham in October 2012. Damon Denham and Stephen Evers were each sentenced to 13 and a half years' imprisonment, while Eugene Gundeman was sentenced to 12 years after he pleaded guilty to conspiracy to commit robbery. The judge directed that a further charge of conspiracy to kidnap for all three defendants will lie on file.
- A teenager has pleaded guilty to a racist attack on a man in front of his family in Epsom. The 16-year-old, who cannot be named for legal reasons, was handed a 12-month restraining order prohibiting him from contacting the victim directly or indirectly, or entering Roseberry Park in Epsom. The teenager was also made the subject of a nine-month referral order and told to pay £250 compensation to the victim. During the incident, the victim suffered head and facial injuries and was then taken to hospital. A woman also suffered minor injuries but did not require medical treatment.
- The former manager of a funeral directors has been given a 22-month custodial sentence and ordered to pay £500 in compensation after pleading guilty to eight counts of fraud.
- A man has been sentenced to 14 months in prison after pleading guilty to Grievous Bodily Harm and common assault following an assault at a nightclub in Camberley.
- Two men who attempted to con an elderly woman out of £8,000 for garden work in Godstone have been sent to prison for eight months having pleaded guilty to one charge each of fraud.
- The Redhill SNT have made several arrests for theft of pedal cycles, working with British Transport Police on one series at Redhill railway station. Suspects for those offences were given bail conditions not to attend railway stations; thefts then started at the nearby leisure centre. Using CCTV the team identified suspects, arrested and interviewed them and charged them for those offences.
- Using covert methods the Horley SNT investigated a series of offences where a person was leaving human excrement on a car. He repeatedly targeted one female victim. Targeting their patrols to start work before dawn the team identified a suspect from a stop check. When arrested this male admitted the offences. He was charged with criminal damages to the car and harassment to the victim. The victim did not know the male, or understand his motive, so had found it to be a particularly worrying time. She was extremely relieved when the male was arrested and charged.

2) More Visible Street Policing

Valuing the Police 4 (VtP4) Inspection by Her Majesty's Inspectorate of Constabulary (HMIC)

The Force has been praised by Her Majesty's Inspectorate of Constabulary for the way it is working to meet the financial challenges facing policing. The HMIC inspected all 43 forces in England and Wales to assess whether the plans they have in place to make cost savings are working to meet budget gaps whilst protecting front-line services as much as possible.

In a report published on July 22, Surrey received a rating of 'Good' for its work towards meeting required savings of £32.5m over the four years of the spending review and was commended for "protecting its crime fighting capability" and "delivering high levels of crime reduction". Overall the report shows that the Force is delivering good value for money per head of population compared to the national average. Since 2010/11, recorded crime in Surrey has fallen 24 per cent compared to an average of 14 per cent nationally and victim satisfaction remains in line with national figures at 86 per cent.

Resource Availability and Sickness

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

	FYTD July 2014	FYTD July 2013	Change	FYTD %age Change
Resource Availability	91.7%	93.1%	-1.4%	-1.5%

Overall the Force continues to have above 90% availability, although several areas continue to be 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.

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

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

Sickness continues to be low risk, with officer sickness at 6.9 days per person and staff sickness at 7.3 days. This means that 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 nationally.

POCA performance summary for current financial year to 31/07/2014

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

POCA scorecard	FYtD July 14	EOY 2014/15 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£585,670.87	£1,000,000
Volume of confiscation orders	18	50
Value of confiscation orders	£528,853.67	n/a
Number of restraint orders	7	n/a
Number of cash seizures	23	70
Volume of cash forfeitures	18	n/a
Value of cash forfeitures	£56,817.20	n/a

There have been 11 confiscation orders since the beginning of June. These include orders to the value of £60,000, £39,033.46, £22,030.00 and £39,972.65 from criminals convicted of drugs-related offences.

Examples of Good Partnership and Visible Policing

- Operation Segregate saw Surrey and Sussex Roads Policing Unit converge on three key strategic locations across the South East, to gather intelligence on how commercial vehicles are used in organised crime and terrorism offences. The UK Border Agency, Immigration, Her Majesty's Revenue and Customs and the Vehicle Operator Standards Agency were at check sites and the operation was supported remotely by the National Crime Agency. Over 90 vehicles were stopped for a wide range of offences including one vehicle which was found to contain races of nitro-glycerine.
- The Guildford SNT and partners have been working since April 2014 to protect a vulnerable, elderly gentleman who suffers with dementia from his grandson who was released from prison, with no conditions, having served his full sentence for extorting thousands of pounds from his grandfather. The team were conscious that there was every possibility that the grandson would target his grandfather upon his release, which he did. Working with colleagues from the Council, neighbours of his grandfather, his care team and others worked at length to gather evidence of the grandson's continuing criminality and were able to arrest, charge and remand the grandson based on the evidence obtained. It became apparent during the investigation that the gentleman's daughter was also manipulating him by taking out store credit cards in his and his deceased wife's name. The team were quick to act and gather evidence and daughter is currently on bail for fraud offences and has bail conditions not to contact her father.
- The Woking Safer Neighbourhood Team hosted a burglary awareness day on 2nd August at the Coign Church in Goldsworth Park. The event was organised on the anniversary of a spate of burglaries in the borough last year. The team were also on hand for members of the public to raise any issues and to offer bicycle security marking.
- Officers in Epsom worked closely with local residents and Housing to secure a NOSP (Notice of Seeking of Possession) for the property of a female who was involved in a large amount of anti social behaviour within two months of moving into the property. With the help of the local Criminal Investigation Department, the team secured eight charges relating to dishonesty against the woman for offences committed against neighbours and elderly vulnerable victims. The woman pleaded guilty to all charges at the first hearing and placed on remand to await sentencing.

Stolen Dogs in Tandridge

Over the last year Tandridge has seen a number of reports of stolen dogs, who were taken after being left unattended for short periods of time. The most recent case happened in May. Surrey Police quickly sought and gained agreement with the dog's owner for the animal's details to be released publicly. A social media campaign followed which saw the information shared with many thousands of people. This was accompanied by targeted patrols and increased engagement activity in an area where it was suspected the dog may be held.

In the early hours of the following morning a call was received suggesting the whereabouts of the puppy and referring to the information the informant had been given by the local Police Community Support Officer which helped her identify the dog's location. A warrant was sought and the dog was recovered from the location in question, along with another dog and the offender has since been charged with theft.

Having learned lessons from previous cases, Tandridge now has built an effective fast time response which relies on the links they have built in the community, knowledge and relentless pursuit of offenders, and engagement with the community through the use of active citizen and social media. Local policing is the key to making this work.

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

Call Handling Times

The below table shows that emergency call handling performance remains strong with the financial year to date figures showing 92.1% of emergency calls being answered within 10 seconds.

	FYtD Jul 2014	FYtD Jul 2013	% point Change
% 999 calls answered within 10 secs	92.1%	94.9%	-2.8%
% non-emergency calls answered within 60 secs	58.2%	84.5%	-26.3%

Performance for non-emergency calls has fallen in recent months and the Force is working hard to bring call handling levels back up to those of last year. A presentation was made to the CPB by the Head of Contact regarding this issue and a plan has been developed which is designed to address this and improve performance. The plan includes firstly resolving staffing level issues by filling vacancies through three intakes and applying a minimum tenure to these posts. Secondly, demand is being reduced through the following tactics:

- reducing avoidable contact
- reviewing internal practices for inefficiencies
- improving the sharing of knowledge and best practice between staff in the Contact Centre and Force Control Room
- introducing direct officer input for the recording of crime
- changing the shift pattern
- all staff to be up skilled so they can perform all functions across the department

Victim Care

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

Overall crime victim satisfaction
ASB victim satisfaction

FYtD Jul 2014	FYtD Jul 2013	%point Change	%age Change
86.9%	88.1%	-1.2%	-1.4%
FYtD Jul 2014	FYtD Jul 2013	%point Change	%age Change
78.4%	80.4%	-2.0%	-2.5%

The financial year to date overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is 86.9%, which is a slight decrease on the same period last year, but is showing an improving picture with a 0.9% 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 a statistically significant increase of 4.9% points from the beginning of the financial year. Nationally Surrey has improved by two places since the end of March 2014.

The financial year to date satisfaction performance for anti-social behaviour (ASB) is 78.4% which is 2.0% points lower than for the same period last year. However overall satisfaction for nuisance neighbours has increased by 3.3% points compared to year end 2013/14. Satisfaction has also increased notably if the respondent has already called the police once before (+4% points compared to last year).

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

A request for data in preparation for HMIC inspection carried out in early September identified that over the last calendar year Surrey Police held approximately 1800 public sessions (discounting mobile front counters) across the eleven boroughs, whereby the public were able to meet with their Safer Neighbourhood teams and voice their concerns.

Local Policing Boards (LPBs)

Recent LPBs have been held in Elmbridge, Waverley, Mole Valley and Tandridge. Issues raised have included parking, criminal damage, burglary and anti-social driving. The tackling of the specific issues raised is carried out as part of core business by the local policing teams.

The Force is also looking forward to joining the PCC at the forthcoming Police and Crime Summits.

"Let's Talk Elmbridge"

As a good example of public engagement with partners at advertised events, members of the Force will be working alongside Surrey County Council and Elmbridge Borough Council staff at the "Let's Talk" event. To draw a wide audience and break down barriers, there will be activities for children, including having a police car on hand whilst parents are able to raise crime and disorder matters and receive crime prevention advice.

Selecta DNA Property Marking Kits

To deter burglars, 100 Selecta DNA property marking kits have been secured. These have been distributed in areas vulnerable to burglaries, along with an offer of a Crime Reduction Survey, and information about registering items on the Immobilise database. In the Horley area there has already been an 87% take up on the kits being registered.

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 remained stable at 3.2% from May, which continues to be equivalent to 61 officers over a 12 month rolling period. The main leaving reason continues to be 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 increased from 13.5% at the end of May to 14.3% at the end of July, which is equivalent to an increase of 9 leavers. The most common leaving reason is still 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.

Total wastage for police officers decreased from the end of May from 6.1% to 5.9%, whilst the police staff total wastage increased from 20.8% to 22.8%. This was due to the total number of police officer leavers decreasing from 117 in 12 months to 114, whilst it increased from 427 to 456 for police staff. This means that Surrey remains in the fourth quartile nationally.

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

Complaints and Discipline

Over Q1 2014/15 Surrey Police recorded a total of 146 complaints, which is down 20% from Q4 2013/14. Allegations were also down to 334 in comparison to the 373 recorded during Q4; this reduction (roughly 11%). The highest categories were 'Other Neglect or Failure in Duty' and 'Incivility, Impoliteness and Intolerance'. Whilst every effort is made to record complaints without delay. Current vacancies have lead to a backlog, so numbers are subject to change. This is actively being reviewed by PSD following a pier review by Thames Valley Police.

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

Hearing or Meeting	Allegation	Outcome
Meeting	A member of staff inappropriately touched another member of staff at a private function.	Final Written Warning
Meeting	A member of staff inappropriately touched another member of staff at a private function. This incident occurred shortly after similar behaviour had taken place involving a colleague.	Final Written Warning
Hearing	A police officer has made a number of inappropriate comments to the victim of an alleged rape.	Final Written Warning
Meeting	A police officer accessed Crime Information systems without a policing purpose on a number of occasions to look up a family member.	Management Advice
Hearing	A member of staff drove a vehicle over the prescribed blood alcohol limit and further, drove in such a manner that it amounted to careless driving.	Dismissed without notice
Meeting	A member of staff's Twitter account contained highly inappropriate tweets and images. The account referred to him being in the police service.	Dismissed with 5 days pay

Hearing	An officer was convicted of common assault.	Dismissed without notice
Meeting	An officer failed to complete the safeguarding responsibilities expected in relation to third party disclosure.	Management Advice

Code of Ethics

The national Code of Ethics from the College of Policing has now been introduced which sets out the nine principles that every member of the policing profession of England and Wales is expected to uphold, and the 10 standards of professional behaviour they are expected to meet.

The Code of Ethics plays a practical role in guiding the behaviour of everyone in policing. The emphasis is on formalising what good policing looks like and how ethical police officers and staff behave. A new mandatory online training package on professional standards has been created. The package consists of three mandatory modules: introduction to the Professional Standards Department (PSD), social media awareness, and sexual misconduct; there is an extra module for Custody staff. Tying in with the Code of Ethics, the training sets out practical examples of behaviour that is and is not acceptable.

HMIC Police Integrity and Corruption Inspection

During July and August 2014, the Force was inspected by HMIC as part of the Crime Data Integrity and the Police Integrity and Corruption thematic inspections. The Force awaits the publication of formal feedback; however we are pleased to note some of the positive early findings raised by HMIC with regard to the clear organisational messages concerning appropriate and ethical behaviour, and the Force's positive culture. Of note, HMIC praised the use of practical examples in helping to embed the Code of Ethics.

Letters of Thanks

Between June and August 2014, the office of the Chief Constable received 22 letters and e-mails of appreciation. Thanks to call handlers for the manner in which they dealt with reports topped the list, followed by praise for assault investigations, offensive e-mail investigations and the support offered at the scene of collisions. Targeted Patrol, Roads Policing and Dog Section officers were also thanked for their hard work alongside Metropolitan Police colleagues to locate and arrest burglary suspects. The compassion shown by police officers was commended on four occasions including a welfare check on a teenager with mental health issues and, very sadly, when passing a death message and the subsequent liaison with a family who had suffered the loss of two relatives in a collision.