

SURREY POLICE - PAPER FOR NOVEMBER 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. Violence with injury and serious sexual offences show a rise in recorded offences, which in part represents increased confidence in reporting sensitive matters such as domestic abuse to Surrey Police.

<b>Crime Reduction</b>	<b>FYtD Oct 14</b>	<b>FYtD Oct 13</b>	<b>Change</b>	<b>%age Change</b>
<b>Serious acquisitive</b>	<b>3626</b>	<b>4466</b>	<b>-840</b>	<b>-18.8%</b>
Robbery	138	129	+11	+8.5%
Domestic burglary	1486	1881	-395	-21.0%
<b>Violence with injury</b>	<b>2866</b>	<b>1975</b>	<b>+891</b>	<b>+45.1%</b>
<b>Serious sexual</b>	<b>493</b>	<b>301</b>	<b>+191</b>	<b>+63.8%</b>
Rape	214	125	+89	+71.2%
<b>TNO</b>	<b>29,373</b>	<b>29,727</b>	<b>-354</b>	<b>-1.2%</b>

**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 21.0%, or 395 crimes, compared with the same period last year. As a result Surrey Police have moved up 4 places nationally to 20<sup>th</sup> since the end of March. The Force recognises that domestic burglary is of concern to Surrey residents and we aspire to reduce the level even further with performance remaining subject to regular scrutiny at the Deputy Chief Constable's (DCC) Crime Performance Board (CPB).

This year's winter burglary campaign, Operation Candlelight, launched on October 27<sup>th</sup> and will run until November 16<sup>th</sup>. The campaign, which is being run regionally with Sussex, Thames Valley and Kent police forces, is designed to tackle the seasonal increase in burglary which coincides with the nights drawing in. The campaign also aims to educate members of the public of three simple things they can do to reduce their chances of becoming a victim, namely ensuring their homes are securely locked, that they are well lit and that property is registered on immobilise.com. 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 that there has been a significant increase in recorded violent crime with injury compared with last year. It should be noted however that approximately half of this increase is domestic abuse-related, which shows an increased confidence in our ability to deal with this crime type; recorded domestic abuse-related violence with injury has increased by 63.2% compared with the same period last year.

Work to tackle domestic abuse (DA) includes the continued use of Domestic Violence Protection Notices and Orders (DVPNs and DVPOs), which ban the offender from contacting or seeing the victim for up to 30 days. During this time, officers and outreach support teams work with the victim to support them through the enforced separation period. The Force are enforcing DVPOs rigorously and a man from New Haw was sentenced to 4 weeks in prison on October 28<sup>th</sup> for breach of a DVPO granted on October 3<sup>rd</sup>. Surrey Police has also been involved in DA Awareness Week (13<sup>th</sup>-19<sup>th</sup> October) by supporting messages about healthy relationships as well as supporting events across the county. Surrey and Sussex Police communications leads have been working with the 'Surrey Against Domestic Abuse' communications group to plan a major campaign starting in Surrey and Sussex on Tuesday 25<sup>th</sup> November to mark White Ribbon Day – the World Day to End Violence Against Women. The campaign will run through to the end of January 2015.

## c. Serious Sexual Offences

Surrey Police is recording a significant increase in the volume of serious sexual assaults (+63.8%) and rapes (+71.2%) when compared with the same period last year, although this increase is tailing off. This mirrors the national trend with the Office for National Statistics figures showing the level of recorded rapes increasing nationally. The increase in all kinds of sex crimes is thought to be largely due to growing confidence amongst victims that police will treat their complaints seriously. 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 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 the domestic burglary detection rates showing a notable increase.

<b>Detection Rates</b>	<b>FYtD Oct 2014</b>	<b>FYtD Oct 2013</b>
<b>Serious acquisitive</b>	<b>15.3%</b>	<b>9.2%</b>
Robbery	24.6%	30.2%
Domestic burglary	25.4%	10.2%
<b>Violence with injury</b>	<b>34.9%</b>	<b>42.8%</b>
<b>Serious sexual</b>	<b>15.0%</b>	<b>38.9%</b>
Rape	9.8%	28.8%
<b>TNO</b>	<b>26.4%</b>	<b>28.5%</b>

## a. Domestic Burglary

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

significant improvements, with the detection rate being 15.2% points higher than the same time last year. Surrey Police's performance is also improving relative to other police forces, improving by 31 positions to 11<sup>th</sup> nationally since the end of March.

#### **Examples of recent good work**

##### Prolific burglar sentenced to six years in prison

Adam Yaroo, who went on the run from HMP Sudbury in June just nine weeks before the end of a 38-month sentence, committed 42 burglary offences, stealing jewellery, cash and electrical items. He was re-captured in September and admitted escaping from prison as well as four counts of burglary and two of attempted burglary in Surrey. He also asked for 36 further offences committed whilst unlawfully at large to be taken into account.

##### Five arrested for burglary in Epsom

Two men were arrested on suspicion of burglary and theft from a motor vehicle, and a further three men on suspicion of burglary after they were noticed in suspicious circumstances by an Investigating Officer investigating the theft of an iPhone and laptop from a property in Epsom. The stolen property has also been recovered and will be returned to its rightful owner in due course.

#### **b. Violent Crime**

The detection rate for violent crime with injury for the financial year to date is lower than for the same time last year; this should be seen in the context of a 45.1% increase in recorded violent crimes with injury. The actual number of crimes detected, at 1000, is 18.2% up on the same period last year (846). This increase in the number of detections clearly demonstrates our commitment to bringing violent offenders to justice. The Force is committed to increasing its violent crime detection rate; it has, for example, been reviewing first response activity and has made it clear that it expects officers to carry out swift and robust investigations, following all available leads; this is regularly discussed at CPB and further updates will follow.

#### **Examples of recent good work**

- Teenager Steven Miles has been sentenced to a minimum of 25 years in prison after pleading guilty to the murder of Elizabeth Thomas at his home in Oxted in January. Police were called to a residential property in Oxted where the body of Elizabeth was discovered, having died from a stab wound to the back. Steven Miles, who was 16 at the time of the offence, was arrested at the scene and pleaded guilty at Guildford Crown Court in September.
- Anthony Lloyd has been imprisoned for 12 years after being found guilty of causing grievous bodily harm to two people in separate incidents after forcing his way into two properties in Horley last year. The first left a woman with serious facial and arm injuries requiring treatment and the second left a man with multiple fractures to his face and jaw.
- Samuel Gilbert has been sentenced to 11 years in prison after pleading guilty to attempted robbery following a knife and hammer attack on a 63-year-old man with mental health issues inside his own home in Guildford in March. Samuel Gilbert was invited to the house by a co-defendant who was staying in the victim's house in the days leading up to the attack.

### 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 a 63.8% 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; when comparing last year and this year, 27% of reported rapes were made into crime-related incidents last year, compared with only 2.3% this year. A significant number of relevant cases (33 rapes) are with the Crown Prosecution Service (CPS) awaiting a charging decision. We are seeing increasing timescales for rape investigations, with averages of 156 days in 2011-12, 206 days in 2012-13, and 257 days in 2013-14. Safeguarding Investigation Units are also spending more time dealing with the increase in arrests for domestic abuse (where this increase is itself a positive trend); this has, however, reduced their capacity to deal with the increasing numbers of reported serious sexual offences.

Activity to improve detection rates includes working with the CPS to improve the quality of file submissions and seek to reduce the time taken to receive charging decisions from them. There is also monitoring of all 'no further action' decisions. The Force is carrying out an audit of its Golden Hour response activity, the use of bail and the PACE clock as well as commissioning work to review all files going back over 20 years to look for hidden serial offenders. Files are reviewed for investigations of over 120 days' duration, to scrutinise quality and timeliness. Finally, more posts have been created in the Safeguarding Investigation Units, and a plan is in place to fill these. All of this activity will be scrutinised at CPB.

#### **Examples of good work**

##### Man convicted of sexual assault following a BBC Crimewatch appeal

Daniel Jay pleaded guilty to 3 counts of sexual assault for leaning out of a van and slapping three pedestrians on the bottom 'to make them jump' in May this year; these were featured on the BBC's Crimewatch Roadshow. Mr Jay was sentenced to a 12-month community order and given 250 hours unpaid work; he has also been placed on the sex offenders register for five years.

##### Man convicted of harassment of teenage school girls

Daniel Marchese was found guilty of harassment at Staines Magistrate Court; he was sentenced to a 12-month community order with the requirement of supervision, and given a restraining order in respect of the witnesses and the school. He was arrested following a number of reports of a man driving around near a secondary school in Addlestone and harassing teenage girls in a school uniform.

##### Man who sexually assaulted two young girls and animals jailed

A man who assaulted two young girls and had more than 600 indecent images of children and sexual acts involving his own pets was jailed for four and a half years in September.

##### Man who filmed children with a hidden camera jailed

A man who filmed young girls with a hidden camera pen in Staines has been jailed for nearly five years after pleading guilty to 10 charges of producing indecent images of children, three counts of distributing indecent images of children, four counts of voyeurism and two of possessing a prohibited weapon.

### Serial sexual child abuser jailed for 15 years

Stuart Mortimer, who raped a woman and two young girls in Chertsey, pleaded guilty to five counts of sexual offences with a further seven to lie on file. In addition to the jail sentence he must serve a further five years on extended licence and was made subject to a Sexual Offences Prevention Order; a restraining order was also put in place to protect his victims.

### 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. The below illustrates recent good work.

#### **Recent examples of good drugs-related work**

- The Runnymede Safer Neighbourhood Team (SNT) have been working with a secondary school where there were reports of pupils being involved in anti-social behaviour and drugs offences as well as other risky behaviour such as drinking and 'sexting'. Police liaised with a number of agencies including youth support and children services. As a result, the main offenders involved in the drugs offences and related assaults were identified, two boys were arrested and a total of 11 teenagers were interviewed under caution. The youths concerned have received Youth Referral Interventions.
- A joint visit by the local NSO and Raven Housing to an address in Banstead found three people in the property with a large amount of cannabis and equipment used in the sale and distribution of the drug. All three were arrested on suspicion of possession of a class B drug with intent to supply. The resident of the address was also arrested for possession of a class A drug.
- A man has been sentenced to five years in prison after pleading guilty to two counts of possessing a class A drug with intent to supply, possessing a firearm without a certificate, possessing a firearm when prohibited, possessing ammunition without a firearm certificate, and two counts of possessing class A drugs after a large quantity of class A drugs and a firearm and ammunition were found at his home. A warrant was executed at the address in the Preston Estate, Tadworth in August following intelligence gathering by the local NSO.
- Officers executing a drugs warrant at a property in Egham uncovered cocaine, MDMA, cannabis and drugs paraphernalia. This property had been the subject of possession proceedings for two years due to the anti-social behaviour of the tenants. Two people in the property were arrested for possession with intent to supply and the council were finally able to evict the tenants who had had been terrorising the neighbourhood.
- In September, Piers Ravenhill was arrested at an address near Godalming. Seized from this address were a large amount of cash, a mixture of controlled drugs in significant quantities, a cutting agent, and in excess of a quarter of a million Diazepam tablets. Together with two others, Ravenhill was charged with conspiracy to supply class A, B and C controlled drugs and money laundering, and was remanded into custody awaiting trial. The offences are being investigated by Surrey Police's Serious and Organised Crime Unit.

### **Wider examples of good zero tolerance policing**

- An armed robber has been sentenced to life imprisonment with a minimum tariff of 14 years after being found guilty of four counts of robbery, including one against a travel agent in Caterham.
- Two brothers have been sent to prison for between 12-15 months for attacking a man because of his hair colour. Jordan and Ryan Mitchell were convicted at Guildford Crown Court of inflicting grievous bodily harm in an unprovoked attack at a shopping centre in Walton-on-Thames in July last year. The victim was taunted over his ginger hair before being punched so badly that his jaw was fractured.
- A man has been sentenced to 16 months imprisonment for an assault inside a kebab shop in Woking in February. William Smith pleaded guilty to inflicting grievous bodily harm at Guildford Crown Court on September 24<sup>th</sup> following the incident, during which the victim received fractures to their cheek and jaw bone.
- A pensioner who stole hundreds of pounds from Betchworth Park Golf Club members has been handed a suspended jail term. Peter Flowers was found guilty after a trial at Redhill Magistrates Court of stealing £300 from showers and changing rooms from the club. He was sentenced to three months imprisonment, suspended for a year, and ordered to pay £300 compensation, £620 court costs and an £80 victim surcharge.

### Dedicated Cyber Crime Unit launched

A joint Surrey and Sussex Cyber Crime Unit (CCU) was launched on November 3<sup>rd</sup> to tackle the increasing threat that cyber crime poses. Based at Haywards Heath, those working within the CCU will be equipped with the necessary training and technical facilities to carry out investigations into cyber-dependent and complex cyber-enabled crime within Surrey and Sussex. The CCU is headed up by a Detective Inspector and Detective Sergeant, and comprises of four Detective Constables and an Intelligence Researcher, who have been recruited from within Surrey and Sussex Police. As well as dealing with complex cyber cases, the CCU will help with case referrals and provide advice on cyber-related reports.

Since the business case for the implementation of the CCU was signed off in February, a lot of work has been done to ensure that officers and staff working in Surrey and Sussex are equipped to deal with reports of lower-level and cyber-enabled crime. This has included the introduction of Mainstream Cyber Crime Training and the mandating of three online training packages for all operational officers and staff across Surrey and Sussex.

## **2) More Visible Street Policing**

### Resource Availability and Sickness

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

	FYTD Sep 2014	FYTD Sep 2013	Change	FYTD %age Change
Resource Availability	92.0%	92.9	-0.9%	-1.0%

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)	2.8%
Police staff sickness (rolling 12 months)	2.9%

Sickness continues to be low risk, with officer sickness at 7.3 days per person and staff sickness at 7.5 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.

**Proceeds Of Crime Act (POCA) performance summary for current financial year to 30/09/2014**

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

POCA scorecard	FYtD Sep 14	EOY 2014/15 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£954,215.86	£1,000,000
Volume of confiscation orders	29	50
Value of confiscation orders	£890,380.79	n/a
Number of restraint orders	10	n/a
Number of cash seizures	25	70
Volume of cash forfeitures	20	n/a
Value of cash forfeitures	£63,835.07	n/a

Highlights include confiscation orders secured against criminals who were part of a conspiracy to produce cannabis in factories across the UK. Following their conviction in November 2012, Surrey Police sought confiscation orders against them, the last of which were granted in September. In total they were ordered to repay £224,793 which had been identified in assets; of this £176,070 will be paid as compensation to the landlords of various properties that were damaged as a result of being used as drugs factories. The figure will come from money held in bank accounts and seized cash, as well as the proceeds of the sale of their houses, vehicles and designer watches.

**Examples of good partnership and visible policing**

Focus on rural crime in Tandridge

Tandridge is 94% Green Belt, and agriculture takes up more than half of the land area. As such, 'rural crime' is a high priority for residents. Recent changes to the Neighbourhood Teams have seen more of a focus on operational officers dealing with rural matters rather than just passing out and administering information, and rural affairs specialists PC Bennett and PCSO Seymour are building strong links with the rural community, through their hard work. A recent example of this includes attending a report of poaching with the local proactive team. Specialist knowledge meant that nearly 15 live rabbits were returned to the wild, and the three offenders were reported for summons for poaching and cruelty offences in relation to the number of dead rabbits. Additionally, PC Bennett was able to provide guidance to the other officers attending, who can now use their new found knowledge when dealing with similar offences.

### Dealing with anti-social behaviour in Redhill

There has been an increase in youth-related anti-social behaviour (ASB) in Redhill town centre; efforts to deal with this have been hampered by CCTV cameras being obscured by works and equipment for the town centre regeneration project. In response to this the Redhill SNT met with management at McDonalds and requested changes to their CCTV system as well as assistance from their security; the team also increased the number of patrols on a rota basis, so that they could be carried out daily on every early and late shift. This has led to prompt arrests and intervention when there have been problems as well as a reduction in reports of ASB.

### Soothing tensions in the Nepalese Community in Surrey Heath

PC Samir Lama-Tamang, an ex-Ghurkha, arranged to speak to a gathering of about 100 serving Ghurkhas, explaining the law, its interpretation in the UK and how they could avoid conflict; this followed tensions regarding the apparent response by Ghurkas during a confrontation and the feeling that they were then being treated worse than other groups. PC Lama-Tamang also spoke to them about tensions between Ghurkha soldiers and Nepalese young people. The young people are the children of ex-Ghurkhas but were raised and educated in the UK; some have a low opinion of the Ghurkha soldiers, considering them almost as lower class having in some cases come straight from Nepal with little or no education compared to themselves. PC Lama-Tamang is aiming to identify a forum where he can also address the young people and reduce the risk of any future conflict.

### Closure orders obtained against a property in Maybury, Woking

A closure order has been obtained against 24 Princess Gardens in Maybury following complaints by residents linked to that address and their visitors, including loud music, drunkenness, shouting and swearing, which left neighbours unable to sleep and living in fear. The property has now been sealed by the landlords, New Vision Homes.

## **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 91.8% of emergency calls being answered within 10 seconds.

	FYtD Sep 2014	FYtD Sep 2013	% point Change
% 999 calls answered within 10 secs	91.8%	94.4%	-2.6%
% non-emergency calls answered within 60 secs	63.7%	76.2%	-12.5%

Performance for non-emergency calls is lower and the Force is working hard to bring call handling levels back up to those of last year. A plan has been developed and is being monitored by the CPB.



## **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 Sept 2014	FYtD Sept 2013	%point Change	%age Change
Overall crime victim satisfaction	86.6%	86.7%	- 0.1%	-0.01%
	FYtD Sept 2014	FYtD Sept 2013	%point Change	%age Change
ASB victim satisfaction	77.6%	80.4%	-2.8%	-3.5%

The financial year to date (FYtD) overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is 86.6%, which is virtually equal to the same period last year; however the current FYtD result is 0.6% points higher than at the end of the last financial year. By indicator question, the three key drivers to overall satisfaction of 'actions taken', 'kept informed' and 'treatment' have all improved compared with last year. 'Kept informed' has seen increases in satisfaction for three consecutive months due to increased scrutiny and activity being driven through the Victim Care Board; of note, it is now at 84.7%, which is the highest level ever recorded in Surrey. Violent crime satisfaction has increased to 85.1%, compared with 81.1% at the end of 2013/14.

The financial year to date satisfaction performance for anti-social behaviour (ASB) is 77.6% which is now 2.8% points lower than for the same period last year and 2.7% points lower than year-end of 2013/14. All three incident types and all indicator questions are showing a reduction compared with last year. However it is positive that overall satisfaction for disabled respondents has improved and this has reduced the satisfaction gap from 6.0% points to 2.8% points (rolling year data).

## **Criminal Justice**

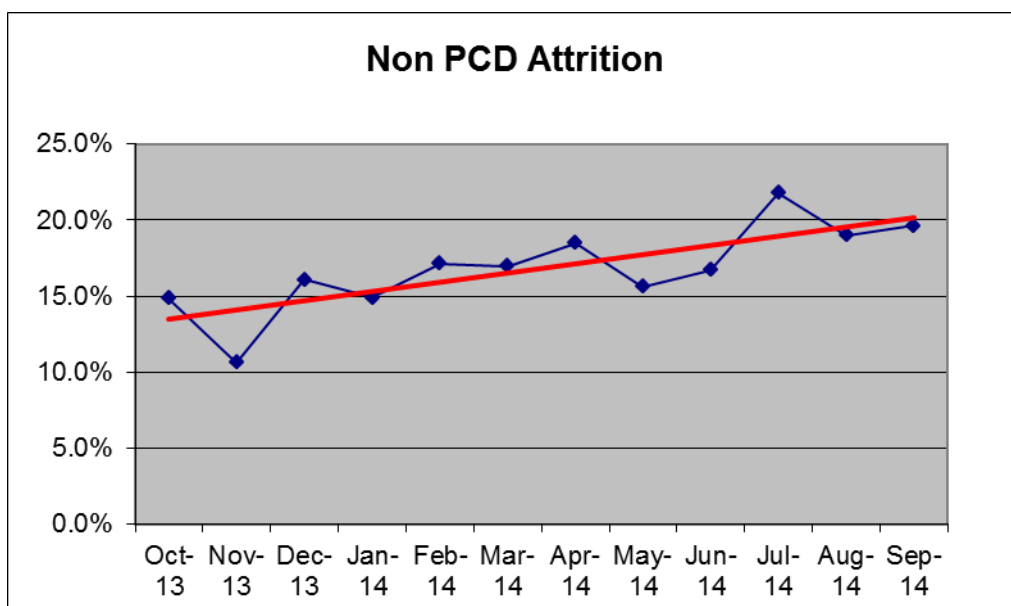
The numbers and outcomes of trials are recorded by the courts system. A trial which commences on a scheduled date and reaches a conclusion is recorded as an 'effective' trial. An 'ineffective' trial does not commence on the due date and requires re-listing. In contrast, a 'cracked' trial does not commence 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.

	Surrey Rolling year Sep 2014	Surrey Rolling year Sep 2013	Surrey Q1 2014/15	National Q1 2014/15
% of effective trials (Crown Court)	54.1%	56.4%	51.9%	49%
% of cracked trials (Crown Court)	13.5%	28.0%	19.1%	36%
% of ineffective trials (Crown Court)	12.8%	15.6%	29.0%	15%
% of effective trials (Magistrates Court)	44.3%	41.7%	35.3%	45%
% of cracked trials (Magistrates Court)	34.7%	35.7%	41.5%	37%
% of ineffective trials (Magistrates Court)	21.0%	22.6%	23.2%	18%

The table shows that in Q1 FY14/15, the local Criminal Justice area performed above the national average in terms of levels of effective trials at Crown Courts, but below it at Magistrates Courts.

Court attrition can be described as the percentage of cases that result in an unsuccessful outcome at court (wastage) and is one of a number of performance indicators within the Criminal Justice business area. Attrition is broken down into Magistrates and Crown Court cases and is further divided into cases which were charging decisions made by the CPS (PCD) or those made by the police (non-PCD). Currently 68% of all cases charged in Surrey are made by the police (this compares with 71% nationally).

Attrition in Surrey, both PCD and non-PCD, has increased over the past year with the Magistrates Court PCD attrition rate (September data) standing at 29.9% and the Crown Court PCD attrition rate standing at 32.9%. For non-PCD cases (police charged) in the Magistrate Courts the attrition rate stands at 19.6% and places Surrey at 42 out of 42 police areas nationally. Performance analysis shows that cases are failing most often at the point of trial rather than in advance of it with incorrect charging decisions, insufficient evidence and poor file quality contributing to this performance decline. The below graph shows the non-PCD Magistrates Court attrition rate over the last year.



A significant amount of work is being undertaken to try and improve performance with an improvement plan being overseen by CPB. Activity currently includes the CPS providing training for police decision-makers, and close scrutiny of unsuccessful cases to identify trends. Criminal Justice performance is also discussed at quarterly local Prosecution Team Performance Meetings (PTPMs) attended by police, CPS and Her Majesty’s Courts and Tribunal Service (HMCTS), with a regional PTPM (Kent, Surrey and Sussex) held twice a year. A comprehensive Criminal Justice performance scorecard has been devised which is updated monthly and published on the force Performance Monitoring Portal, with additional scrutiny provided at the Surrey Criminal Justice Partnership Board chaired by DCC Ephgrave.

Better support on the way for young witnesses

Surrey Police and the Young Witness Service have extended their partnership, so they can now support young witnesses whilst they watch their video interview prior to attending court. This project will offer young people under the age of 18 practical and emotional support at a time when they are being asked to re-live their account of abuse. It is a bespoke service tailored to the needs of each young person. The scheme, which went live on October 1<sup>st</sup>, sees young witnesses given support whilst they are watching their interview by having a person sitting with them who has the time, training and understanding to talk through their concerns and has not been involved in the

investigation. This service will also relieve officers from performing this role, allowing them more time to concentrate on their investigations. Staff from the Surrey Young Witness Service will contact the young person prior to them attending court and arrange the viewing of their interview. They will also contact the officer in charge of the case and arrange for the working copy of the child's interview to be left in a locked safe in the Witness Room at Guildford Crown Court in time for the pre-arranged date of the viewing, unless other arrangements have already been agreed.

#### **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 Woking, Waverley, Guildford, Mole Valley, Tandridge, Elmbridge, Reigate and Banstead and Spelthorne. Issues raised have included anti-social driving, traffic calming measures and evicting anti-social tenants of local authority housing. There were also Facebook panels in Reigate and Banstead and Spelthorne. The panel in Reigate, which ran for an hour, was hosted by the team supervisors and had many questions and comments - the software showed that over 3500 people had viewed the meeting. The tackling of the specific issues raised is carried out as part of core business by the local policing teams. In addition to the LPBs, Surrey Police have been supporting the PCC's summits held in Elmbridge and Reigate and Banstead.

Officers from SNTs across the Force have been carrying out engagement work in support of this year's burglary campaign. They have been handing out burglary prevention leaflets, giving crime prevention advice and talking to the public about their concerns at train stations, schools and shops, as well as carrying out commuter surgeries to advise on the key messages in relation to burglary intervention and crime reduction. Over 30,000 leaflets have been handed out so far in Surrey.

##### **Halloween Howler**

Spelthorne SNT were involved this year's 'Halloween Howler' in Stanwell, which is a community event supported by police and partners that has been running for a number of years. It was designed to bring the community together and reduce levels of anti-social behaviour at Halloween. The event, which features fireworks, a fun fair and a number of stalls, included a strong policing presence from local PCSOs and has developed into a family event with much positive feedback. It has also been successful in reducing anti-social behaviour by keeping those who would ordinarily engage in such activity off the streets for the evening. Anecdotally there is also a suggestion that the presence of young siblings deters teenagers from anti-social activities such as throwing eggs.

##### **Community Flood Fair**

Surrey Police supported the Community Flood Fair organised by Runnymede Borough Council on September 30<sup>th</sup>. The fair was a 'market stall style' event for residents and businesses to speak with many of the partner agencies about the recent floods and receive information on preventative steps to better protect themselves, their families and their homes and businesses in the future. Other organisations that attended included Surrey County Council, the Environment Agency, Thames Water, and the National Flood Forum who were on hand to answer any questions.

## **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 in September has increased to 3.3% from 3.2% in August, which is equivalent to 62 officers over a 12 month rolling period. The main reason given for leaving continues to be to transfer to another police force. The high unplanned wastage rate is 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 remained at 14.3% since the end of July, which is equivalent to 286 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 has risen to 6.1% since the end of July, whilst the police staff total wastage decreased from 22.8% to 22.6%. This was due to the total number of police officer leavers increasing from 114 in 12 months to 115 and the overall headcount decreasing, whilst it decreased from 456 to 451 for police staff. This means that Surrey remains in the fourth quartile nationally.

### **Pay negotiations**

Surrey Police is expecting to receive a pay claim from UNISON shortly, setting out their claim for graded police staff. The national UNISON position is a 3% increase, although that does not necessarily dictate what our UNISON will submit as a pay claim, as the Force negotiates its own pay award locally and they are fully aware of our financial position. Pay for police officers increased by 1% from September 2014 across all pay points. This is the last annual award covering all UK police officers decided through traditional collective bargaining. Future pay awards for police in England, Wales and Northern Ireland, will be based on recommendations from the newly-formed Police Remuneration Body

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

### **Complaints and Discipline**

Over Q2 2014/15, Surrey Police recorded a total of 150 complaints, which is an increase of four from Q1 2014/15. The number of allegations however increased by 9% to 363 in comparison with the 334 recorded during Q1. This is likely due at least in part to a number of complaints containing a large number of allegations. The highest categories were 'Other Neglect or Failure in Duty' (125) and 'Incivility, Impoliteness and Intolerance' (52).

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

Hearing or Meeting	Allegation	Outcome
Meeting	An officer accessed the Crime Information System without a policing purpose on a number of occasions to look up a family member and their associates.	Management Advice
Hearing	A member of staff of was stopped driving a motor vehicle when a number of traffic offences were identified. The vehicle was also registered to another keeper.	Dismissed without notice. APPEALED – Appeal NOT UPHELD
Hearing	An officer accessed the Crime Information System without a policing purpose on a number of occasions in relation to an offence for which the officer was tried and acquitted at Crown Court. Many of the checks were completed whilst the officer was awaiting trial.	Dismissed without notice. APPEALED – with PCC’s office
Hearing	Three officers attended a misconduct hearing in relation to their actions and oversight regarding a reported missing person.	1 officer: no conduct found – No Further Action. 1 officer: final written warning, APPEALED – with PCC’s office. 1 officer: dismissed without notice. APPEALED – with PCC’s office
Fast Track	An officer was found to have a quantity of offensive text messages on their phone. Some of these messages were exchanged with another serving officer.	Dismissed without notice
Meeting	Following an IPCC-supervised investigation, an officer attended a misconduct meeting with respect to their driving whilst travelling towards an emergency incident.	No conduct found – No Further Action
Meeting	An officer accessed the Crime Information System without a policing purpose on a number of occasions to look up family members.	Management Advice

### **Letters of Thanks**

Between 14th August and 24th October 2014, the office of the Chief Constable received 26 letters and e-mails of appreciation. The largest category was thanks from victims of crimes, four of whom had suffered significant domestic abuse, sexual assault or had been subject to fraud due to their vulnerability. Two survivors offered gratitude for the support provided by investigating officers during traumatic Crown Court cases. In excess of one hundred officers were praised for their professionalism during deployment to South Wales to assist in the policing of the week-long 2014 NATO summit. Officers and staff were also congratulated for their prompt actions to locate several missing children and vulnerable adults who were feeling suicidal, and attendance whilst off-duty at a serious collision. Two PCSOs were also noted for their public reassurance and prompt use of resuscitation techniques upon a collapsed, elderly male in a supermarket.

### **Surrey Police Officer nominated for National Police Bravery Awards**

Constable Ben Dove was nominated for the National Police Bravery Awards in October. The awards are held every year to recognise acts of bravery by police officers across England and Wales. PC Dove was nominated for his actions on May 15<sup>th</sup> last year when officers were dealing

with a report of a missing man who had previously attempted to harm himself. PC Dove grabbed the man, pulling him back from a quarry edge, and led him to safety without causing injury to the man or anyone else.