

SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

1) Take a Zero Tolerance Policing Approach

Crime Reduction

The below table gives headline crime figures in Surrey. As can be seen, overall crime levels are slightly down on the same period last year, 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.

Crime Reduction	FYtD Dec 14	FYtD Dec 13	Change	%age Change
Serious acquisitive	4,701	5,663	-962	-17.0%
Robbery	173	165	+8	+4.8%
Domestic burglary	1,925	2,414	-489	-20.3%
Violence with injury	3,759	2,557	+1,202	+47.0%
Serious sexual	658	367	+291	+79.3%
Rape	299	157	+142	+90.4%
TNO	37,806	37,166	-640	-0.2%

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 20.3%, or 489 crimes, compared with the same period last year. As a result Surrey Police has moved up six places nationally to 18th 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).

The results of this year's regional winter burglary campaign which ended on 16th November are being evaluated but early analysis shows it has been a success. The three-week campaign involved operations by detectives from across the South East, crime prevention road shows and officers from different departments and divisions working together to target burglary suspects. The campaign was timed to coincide with Bonfire Night, which usually starts a trend of increased burglaries across the region - statistics from the last five years reveal that there are more burglaries in this period than at any other time of the year. This year the total number of burglaries in the Surrey, Sussex, Kent and Thames Valley areas over the three-week period fell by 16%, from 1247 in 2013 to 1048. In Surrey there were 189 crimes compared with 222 a year earlier.

b. Violent Crime

Surrey Police acknowledge that there has been a significant increase in recorded violent crime with injury compared with the same period last year; this reflects the national picture, with 38 out of 43 police forces showing an increase. It is thought that this may be a result of improvements in crime recording, and work is being driven through the Office for National Statistics (ONS) to help police forces to understand this increase. Locally in Surrey, it should be noted that approximately half of the increase in violent crime 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 55.8% compared with the same period last year.

Surrey and Sussex Police are currently supporting a multi-agency campaign to encourage those suffering from domestic abuse to 'talk to us' and report incidents. The campaign, which was launched on 25th November, is set to run through the festive period to the end of January when incidents tend to increase, and is encouraging survivors of abuse to be confident to come forward and seek help. It is specifically aimed at 16-22 year olds who may be experiencing or have witnessed domestic abuse, as research shows that this age group may not recognise the signs and do not report it or seek specialist support from local services. By encouraging young people to recognise the difference between a healthy and unhealthy relationship and get help where necessary, the campaign hopes to break the destructive cycle of domestic abuse, and repair some of the damage caused.

Surrey Police also continues to make 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. We are reviewing those Orders that are not being granted to learn the lessons and promote best practice around the Force.

c. Serious Sexual Offences

Surrey Police is recording a significant increase in the volume of serious sexual assaults (+79.3%) and rapes (+90.4%) when compared with the same period last year, although this increase is tailing off. This mirrors the national trend with ONS 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, but work has been commissioned by the CPB to gain a greater understanding of the increase.

Work to reduce sexual offending within Surrey is a high priority right across the Force in local teams as well as specialist investigation teams; for example, the Runnymede Safer Neighbourhood Team (SNT) is working with Travelodge, who are opening a new venue in Runnymede next year, to deliver Child Sexual Exploitation (CSE) training to new staff. This is not only to raise awareness, as low-cost hotels are a potential hotspot for CSE, but also to develop a working relationship with the hotel. If successful, the aspiration is to roll this out across all SNTs.

Detection Rates

The following 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 domestic burglary showing a notable increase. Detection rates for violent crime and serious sexual offences are not performing as well, and the CPB has commissioned activity to

improve performance; initial work is focusing on those crimes where there is a named suspect but the witness does not support a prosecution or there is insufficient evidence to charge.

	No of Detections FYtD Dec 2014	No of Detections FYtD Dec 2013	Detection Rate FYtD Dec 2014	Detection Rate FYtD Dec 2013
Serious acquisitive	630	506	13.4%	8.9%
Robbery	36	44	20.8%	26.7%
Domestic burglary	424	243	22.0%	10.1%
Violence with injury	1248	966	33.2%	37.8%
Serious sexual	104	130	15.8%	35.4%
Rape	31	45	10.4%	28.7%
TNO	9543	9650	25.2%	26.0%

a. Domestic Burglary

We are pleased to note that focus over the past 12 months to maximise every detection opportunity for domestic burglary is succeeding, and our performance in this area has shown significant improvements with the detection rate being 11.9% points higher than at the same time last year. Over the course of this year’s regional winter burglary campaign 265 burglary suspects were arrested, and suspects were charged with 104 burglaries. Surrey Police’s performance is also improving relative to other police forces, moving up by 32 positions to 10th nationally since the end of March.

Examples of recent good work

Teenage boys plead guilty to burglary offences across Epsom and Ewell

Officers from the Epsom and Ewell SNT and East Surrey Local Proactive Unit helped secure a conviction against two 16-year-old boys from the Epsom area. Surrey Police worked closely with the Metropolitan Police Service (MPS) in Kingston as part of an operation to find those responsible for a number of thefts and burglary offences in the two boroughs. The boys pleaded guilty at Wimbledon Youth Court to conspiracy to steal in relation to 36 burglary offences in the Epsom and Ewell area between March and May 2014; they also pleaded guilty to 28 further offences committed in the MPS area including theft of and theft from a motor vehicle. The boys are due to be sentenced on 7th January; they also have an upcoming court date for violent disorder, and are on police bail for drugs offences. Epsom and Ewell SNT are working with Roseberry Housing to evict their family due to the effects of their crime on the local community.

Two arrested in the search for South East burglary gang

Two men were arrested on suspicion of burglary after police stopped a Ford Mondeo believed to be linked to a series of burglaries in the South East. The gang are thought to have targeted more than 37 homes in West Sussex, 10 in East Sussex, seven in Brighton and Hove, 35 in Kent, eight in Surrey and two in South East London, and a reward of up to £10,500 had been offered for information leading to their arrest. Among items stolen were diamond rings, gold jewellery and cash.

Ash burglar jailed for five years after admitting 29 offences

A 23-year-old man from Ash pleaded guilty to two counts of domestic burglary and one of robbery, and asked for a further 26 other burglary offences to be taken into consideration. He was sentenced at Guildford Crown Court to imprisonment for three years for domestic burglary and two years for attempted robbery, to run consecutively.

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 47% increase in recorded violent crimes with injury. The actual number of crimes detected at 1248 is 29.2% up on the same period last year which demonstrates our commitment to bringing violent offenders to justice. Progress is being made in relation to domestic abuse-related violent crime with injury, with the detection rate at 34.3%, which is 4.1% points higher than for the same period last year. Further focus is concentrating on those crimes for which we have a named suspect but either the victim does not support a prosecution or there is insufficient evidence to charge; these account for roughly 50% of domestic abuse-related crimes.

c. Serious Sexual Offences

The detection rate for serious sexual offences, in particular rape, has reduced when compared with the same period last year but performance, particularly in terms of rape detections, is improving. Again this should be seen in the context of an 79.3% 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. When comparing last year and this year, Safeguarding Investigation Units (SIUs) 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.

In response to declining performance figures, a review has been commissioned and is ongoing to better understand the reasons for this, and to allow us to develop an action plan. There are a wide range of issues being looked at including work with the CPS in relation to their capacity to deal with the volume of cases referred to them, housekeeping in our crime recording system, senior management review of case files to ensure no opportunities are being missed, and a review of volume, resource, skill set and time taken to investigate offences. We have also bolstered our SIUs with additional officers. All of this activity will be scrutinised at CPB.

Examples of good work

Woking man found guilty of multiple non-recent sex offences

A 78-year-old Woking man has been found guilty at Guildford Crown Court of multiple non-recent sexual offences against two victims aged between nine and 16 years. He was found guilty of six counts of indecent assault against two girls between 1970 and 1992; he also admitted two counts of indecent assault against a further two women. He was remanded in custody to be sentenced on 15th January 2015.

Predatory paedophile jailed for systematically abusing young girls

A 40-year-old man from Old Woking, who groomed his victims and systematically abused them over a sustained period of time, was sentenced to 17 years in prison following a trial at Guildford Crown Court for raping two teenage girls. The man bought gifts for his victims before plying them with drugs and alcohol.

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 Mole Valley SNT have been working with a secondary school following reports that a pupil was offering tablets and herbal substances to other pupils. Officers have been liaising with both the school and the parents of all the children involved and a 16-year-old pupil has now admitted the offence. The SNT have addressed the school assembly to provide advice to the wider school.
- The Surrey Heath SNT have been working with a secondary school following reports of drug use there. A 15-year-old male and 14-year-old female, both students at the school, have been identified and have admitted the offences.
- Reigate SNT received intelligence to suggest that two flats opposite Reigate Police Station were being used for smoking and dealing cannabis. As a result a warrant was executed at the premises and drugs were recovered; following this the SNT have been able to work with the Housing Association to begin eviction proceedings against the tenants of the two flats whose behaviour had been having a negative impact on the lives of other tenants.
- The East Surrey Local Proactive Team has been executing an average of two drugs warrants a week since mid-November and highlights of warrants include the following locations:
 - A property in Warlingham in November resulting in the seizure of class A and B drugs and the arrest of two people for possession with intent to supply class A and B drugs. A further warrant was then executed at the same property on Christmas Eve and more class A and B drugs were recovered.
 - A property in Redhill in December resulting in the seizure of drugs and the arrest of two people for possession with intent to supply class A and B drugs and production of cannabis.
 - Another property in Redhill in December, resulting in the arrest of three people for being concerned in the supply of class B drugs.
- On 3rd December, a 21-year-old male from East London was stopped in a vehicle in Guildford with three other males from the same area. Upon being strip-searched, he was found to have a significant amount of Vaseline smeared around his anus. He was kept in custody for three days until he produced a package that was four inches long and 1.5 inches in diameter. The package was found to contain a large number of wraps, which are believed to be class A drugs with a street value of approximately £3400.
- On 16th December, a 19-year-old male from South-West London was also stopped in a vehicle in Guildford. He was seen to try and get his hands into the back of his trousers and also appeared to be in a lot of discomfort when he was later strip-searched; the search revealed a golf ball-sized package which he had secreted upon his person and which is believed to contain a large number of wraps of class A drugs.

Wider examples of good zero tolerance policing

Operation Arras - tackling potential criminality associated with hand car washes

A multi-agency operation, the first of its kind in Surrey, was carried out at six locations in West Surrey. The operation in November saw staff from the Home Office Immigration Enforcement team, National Crime Agency, Her Majesty's Revenue and Customs, local councils and Surrey Police join forces to target the problems of human trafficking, servitude, money laundering and unsafe practices, all of which are associated with organised crime and are known to have links with hand car wash centres nationally. The operation focused on establishing the status of workers at the locations, to see if any were the victims of human trafficking or were being exploited through slavery, poor living conditions or low or non-existent wages. As a result of the checks, four people were arrested and detained for immigration offences; a further three have been placed on immigration bail pending further enquiries.

Arrest of a poppy collection container thief

Officers from Surrey Heath SNT reviewed CCTV images and social media following a series of thefts of poppy collection boxes. From this the officers identified two suspects and linked them to four offences. A prompt arrest was made and both suspects have been charged, with one being remanded in custody on Remembrance Day. Subsequent to this the team identified another offence and the suspects were charged with further similar offences. One offender pleaded guilty and received a six-week prison sentence suspended for 12 months and a curfew order to be monitored by an electronic tag. The other offender was convicted of two counts of theft at Guildford Magistrates Court in early January and is awaiting sentence.

Police in Surrey and Sussex work together to target drink and drug-drivers

Surrey Police took part in the national campaign to target drivers under the influence of alcohol or other drugs throughout December. For the first time the campaign was run jointly with Sussex Police alongside the Sussex Safer Roads Partnership, Drive Smart in Surrey and the independent charity Crimestoppers. Details of anyone ordered to appear in court on suspicion of having committed a drink- or drug-driving offence have been published online and made available to the media. Members of the public were encouraged to text officers with details of anyone they suspected of drink- or drug-driving; teams responded to tip-offs and stop checks were set up at locations across Surrey, in particular where there is a history of drink-driving. Warning posters were put up where people were arrested during last year's festive campaign as a further effort to deter offending on the roads. In the first two weeks of the campaign, 39 motorists were charged.

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 Nov 2014	FYTD Nov 2013	Change	FYtD %age Change
Resource Availability	90.8%	92.2%	-1.4%	-1.5%

Overall the Force continues to have above 90% availability, although several areas remain 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)	2.9%
Police staff sickness (rolling 12 months)	2.9%

Sickness remains low risk, with officer sickness at 7.4 days per person and staff sickness at 7.6 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 Police) and is expected to remain within the first quartile nationally.

Proceeds Of Crime Act (POCA) performance summary for current financial year to 30/11/2014

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

POCA scorecard	FYtD Nov 14	EOY 2014/15 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£1,151,360.15	£1,000,000
Volume of confiscation orders	35	50
Value of confiscation orders	£1,081,813.87	n/a
Number of restraint orders	13	n/a
Number of cash seizures	49	70
Volume of cash forfeitures	24	n/a
Value of cash forfeitures	£69,546.28	n/a

Highlights include confiscation orders secured against a criminal who was imprisoned in October for ten years and six months for his part in a cocaine-dealing ring that was supplying drugs on an industrial scale. Since we last reported there have been 20 POCA seizures and four forfeitures totalling £5,771.21, although one is now subject to appeal by the respondent.

Examples of good partnership and visible policing

Surrey Police support National Counter-Terrorism Awareness Week (24th-29th November)

Following the increase of the international terrorism threat to severe, Surrey Police have been advising members of the public in crowded places and transport hubs about preventing violent extremism, terrorist financing and the tools terrorists need to operate. Officers and staff also carried out a range of visits, events and related activities to remind people of the dangers of terrorism, and what can be done to stop it.

Horley teenager handed Criminal Behaviour Order

At the end of October, officers from Horley SNT investigated a local youth whose anti-social behaviour was having a negative impact on local residents. The impact was such that the team obtained a Criminal Behaviour Order excluding him from a section of the town centre and preventing him from associating with three named males for 12 months. This is the first such Order obtained in Surrey under recently-introduced legislation and any breach constitutes a criminal offence. The youth responded by threatening to burn down a police station so he has been arrested for threats to commit criminal damage and has had a curfew added to his list of prohibitions.

Crime reduction advice in Epsom

The Epsom and Ewell SNT held a crime prevention stall with Epsom and Ewell Council at the Ashley Centre during which over 500 purse bells were given out as well as purse ties and tamper-proof screws for vehicle number plates. This event received a lot of positive feedback from members of the public who appreciated seeing 'the police out, giving great advice'.

Noise patrol wins award

Elmbridge Council won the John Connell Local Authority Award 2014 for the partnership between the council and the police. The scheme, introduced as a pilot in 2013 and a full service in April 2014, sees council officers and police officers patrol the borough in a police car from 8.30pm on Saturdays until 3.00am on Sundays dealing with all noise, taxi and licensing complaints.

Closure order obtained against a property in Weybridge

A closure order has been obtained against 43 Monument Road after numerous reports of anti-social behaviour (ASB). The closure order was granted after Magistrates heard the evidence of persistent noise from parties and barking dogs, and a constant stream of visitors' anti-social disruption including fights at the premises and drug-related ASB. The premises have been boarded up and will remain sealed for three months, and the landlord is in the process of repossessing the property.

Community Student pilot scheme proves successful

A year-long Police Community Student pilot scheme which saw nine young people work a minimum of 50 hours with Police Community Support Officers and police officers has ended in Runnymede. The participants, aged 16-18 years, were recognised in a presentation. The aim was to enhance engagement, foster better youth relationships and increase the borough's uniform patrol presence. This has been a resounding success with several of the volunteers continuing to patrol. The aspiration is to role the pilot out to other boroughs.

Joint Enforcement Pilot goes live in Spelthorne

Following the successful pilot scheme launched in Reigate and Banstead borough, the Spelthorne Joint Enforcement Team was officially launched on Wednesday 3rd December. The day consisted of a series of high-profile joint enforcement events including Police, council licensing officers and Trading Standards staff visiting known problem-licensed premises and conducting full premises checks. There were also two high visibility stop sites operated by the Police, DVLA, Customs and Excise and Borough Enforcement Officers to tackle the issues of speeding, no insurance, and licensing infringements; 105 vehicles were stopped resulting in four prohibitions and nine warnings being issued. Police and new Enforcement Officers also jointly patrolled priority anti-social behaviour areas; the Enforcement Officers will be able to patrol on their own once their designated powers are granted.

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

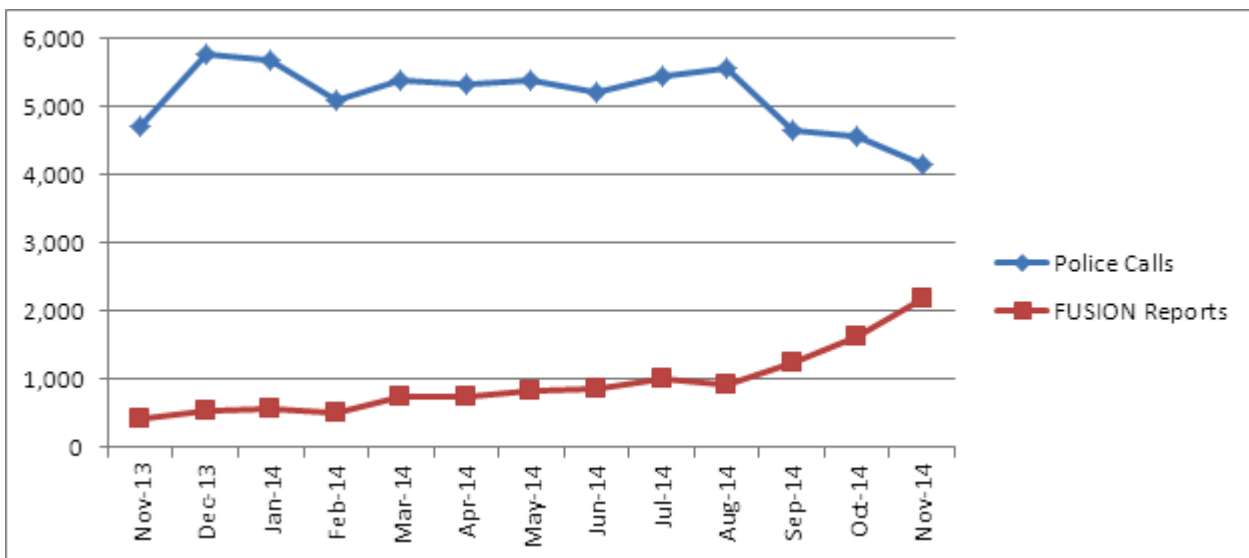
Call Handling Times

The following table shows that emergency call handling performance remains strong with the financial year to date figures showing 92.4% of emergency calls being answered within 10 seconds.

	FYtD Dec 2014	FYtD Dec 2013	% point Change
% 999 calls answered within 10 secs	92.4%	93.4%	-1.0%
% non-emergency calls answered within 60 secs	63.8%	71.9%	-8.1%

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. An improvement plan was put in place in the autumn; we have taken on 40 new staff in the contact centre (CTC) and they are undergoing training. We have also introduced a new coaching method which is proving very effective and performance has now stabilised, which is earlier than anticipated.

We have reduced demand on CTC staff through the introduction of a 'live crime system searching functionality' on Mobile Data Terminals (MDTs) on 16th December; these searches would previously have been carried out over the telephone by CTC staff. The below chart shows the number of calls into the CTC against the number of reports carried out on MDTs (FUSION reports) for the period November 2013-2014.



As this chart shows, the increase in FUSION reports is accompanied by a decrease in calls to the CTC; it is anticipated that the introduction of direct officer input and increased search functionality on MDTs will accelerate this trend, reducing internal demand even further and freeing up staff to deal with calls from members of the public. In the first two weeks post-introduction there have been over 11,000 crime system searches on MDTs; this equates to over 800 a day and is set to increase as officers become more familiar with the system and the number of MDTs increases.

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 Nov 2014	FYtD Nov 2013	%point Change	%age Change
Overall crime victim satisfaction	86.3%	86.4%	- 0.1%	-0.01%
	FYtD Sept 2014	FYtD Sept 2013	%point Change	%age Change
ASB victim satisfaction	77.7%	80.4%	-2.7%	-3.4%

National data up to September 2014 is now available; for overall satisfaction Surrey Police is now 21st nationally, compared with 22nd in the last quarter. By indicator question, 'actions taken', 'kept informed' and 'treatment' have all achieved improvements on their national position.

The financial year to date (FYtD) overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is 86.3%, which is virtually equal to the same period last year and the current FYtD figure is 0.3% points higher than that at the end of the last financial year. By indicator question 'actions taken' and 'treatment' have both improved compared to year-end 2013/14. Violent crime satisfaction specifically has increased to 84.6%; this has been reflected in our national position for violent crime, improving from 21st nationally to 15th nationally.

Officers given dementia awareness training

The 17 mental health and learning disability liaison officers from across the Force received advice and tips on how to talk to someone with dementia, using case studies and scenarios to create real-life situations officers might find themselves in. The sessions run by the Dementia-friendly Surrey team from Surrey County Council focused on the difficulties facing a person living with dementia, their family and carers, and suggested practical ways to support them.

Surrey Police enter an Information Sharing Agreement with Surrey Disabled People's Partnership (SDPP)

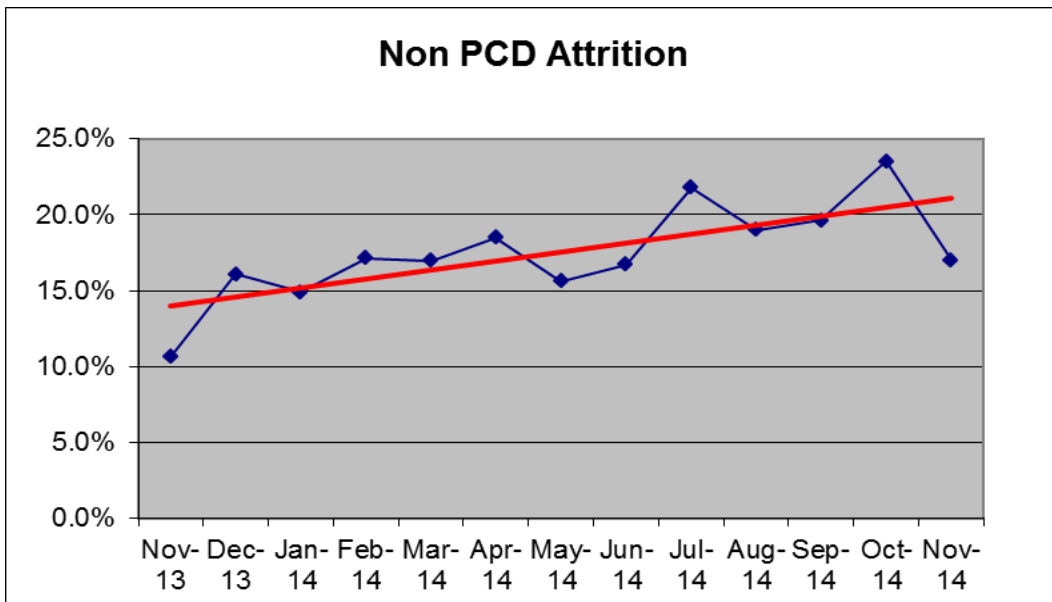
The agreement allows the Force to refer vulnerable adults who require extra assistance to the SDPP's Advocacy Service, which is able to offer additional support above and beyond what we can provide as a police service. This includes assisting vulnerable people with accessing local services, completing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

Partnership award for multi-agency team

The Surrey and Sussex Victim and Witness Group won in the partnership category in the annual HM Courts and Tribunal Service national awards. The multi-agency team which includes Surrey Police personnel is responsible for witness care in the two police forces. The award was given in recognition of the group's work in several areas including identifying and taking action on the concerns of victims and witnesses, improving the support given to vulnerable witnesses by all agencies and upgrading the facilities across all courts. The team was also praised for giving members of all key agencies the opportunity to come together to ensure best practices are shared and real improvements made to give witnesses the best possible experience at court.

Criminal Justice

As previously reported court attrition (which can be described as the percentage of cases that result in an unsuccessful outcome at court) has seen a steady increase over the past 18 months; as a result a significant amount of work has been undertaken through the CPB to try and improve the performance in this area. At the time of the last report Surrey was ranked 42 out of 42 constabulary areas for non-PCD attrition (police charged cases) in both Magistrates and Crown Courts combined. The latest data provided by the CPS for November shows that the work which has been put in place to improve performance is starting to bear fruit with non-PCD attrition for all courts (Magistrates and Crown) standing at 18.8% for November, ranking Surrey as 39 out of 42 (see the following graph). Whilst data for December has not yet been officially published, the CPS state that performance has shown a significant improvement in December with an attrition rate of 14% thereby giving Surrey a much improved ranking of 30 out of 42 constabulary areas.



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 Elmbridge, Mole Valley, Tandridge and Spelthorne. Attendees of the LPB in Elmbridge decided that the local priority was domestic burglary, but there was also discussion of traffic-related issues. In Tandridge, concerns were raised about the deployment of PCSOs and 101 call handling performance. In Mole Valley, issues raised included domestic burglary, anti-social behaviour and banking scams. The Spelthorne LPB was carried out on Facebook; it ran for two hours and raised concerns and questions about the reduction in PCSOs, particularly around local schools, the level of burglaries, how to set up a Neighbourhood Watch scheme, where to drop off found property, and a type of bullying known as ‘taxing’ whereby school children are threatened with violence if they do not hand over a sum of money.

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 Guildford and Epsom and Ewell.

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 increased to 3.4%, which is equivalent to 65 officers over a 12-month rolling period. The main leaving reason for unplanned leavers 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 risen to 14.6%, which is equivalent to 291 leavers. The most common leaving reason is still alternative

employment, which accounts for approximately 50% of all unplanned police staff leavers. 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 6.4%, whilst the police staff total wastage has increased from 22.6% to 22.7%. This is due to the total number of police officer leavers increasing from 115 in 12 months to 121 and the overall headcount decreasing, and the total number of police staff leavers increasing from 451 to 452. 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

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

Hearing or Meeting	Allegation	Outcome
Meeting	A member of police staff accessed the Crime Information System without a policing purpose on a number of occasions.	Written Warning
Special Case	A police officer committed theft.	Dismissed without notice
Hearing	A member of police staff made offensive and discriminatory comments about a colleague.	Final Written Warning
Meeting	A police officer accessed the Crime Information System without a policing purpose on a number of occasions.	Written Warning
Hearing	A police officer sent and received offensive and inappropriate text messages.	Dismissed without notice (Appealed)
Hearing	A member of police staff accessed the Automatic Number Plate Recognition System without a policing purpose.	Final Written Warning
Hearing	A member of police staff used her work e-mail account to send e-mails which could bring Surrey Police into disrepute. The member of staff is also subject to criminal proceedings for fraud.	Verbal Warning Final Written Warning
Meeting	A member of police staff made fictitious entries in a team diary.	Verbal Warning
Meeting	A police officer submitted misleading evidence to the CPS.	Management Advice
Meeting	A member of police staff sent and received offensive and inappropriate text messages.	Written Warning (Appealed)
Hearing	A member of police staff made fictitious entries in a team diary and engaged in an inappropriate conversation about a detained person.	Final Written Warning

Letters of Thanks

Between 24th October and 19th December 2014, the office of the Chief Constable received 27 letters and e-mails of appreciation. The topics were varied. One involved a survivor of domestic abuse thanking all the officers involved for their positivity and support. Another related to the reassurance provided when a stranger tried to force entry into someone's home. One letter highlighted the kindness shown by officers when cash savings were lost or stolen from an elderly victim - the attending officers had a 'whip round', replacing some of the lost money with their own. Two letters reflected upon the integrity and sensitivity of officers responding to unexpected deaths

within homes. A further letter expressed gratitude for the manner in which a message about the death of a family member was passed. Neighbours of a couple killed within their home contacted the Chief Constable, reflecting on the professionalism and kindness of the officers and staff who subsequently worked within the crime scene and locality.

Neighbourhood and investigation officers were complimented for their resolution of 'noisy neighbours' and harassment. The family of a missing lady expressed relief and thanks upon her discovery by police, as did an elderly mother whose alcoholic son had reacted aggressively towards her. An international financial corporation thanked control room and major crime team officers and staff for the quick and professional response to their concern that a customer had been the victim of serious crime. Two residents simply sent a 'thank you' to the Force for being there, accompanied by a donation to charity.

Surrey Police Officers win BBC Surrey Community Heroes Award

Surrey Police was represented in three categories at the BBC Surrey Community Heroes Awards, which took place in December to recognise the region's unsung heroes and their contribution to local life. The 999 Award, which is presented to a member of the emergency services or the armed forces for commitment to their profession, was won by DC Kath Tinley, Robert Wood and Peter O'Driscoll. The award was made in recognition for their work on Operation Tendril, a complicated investigation into online offences involving children. The investigation resulted in more than 160 online child victims in over 34 UK police force areas being identified. Working with the national Child Exploitation and Online Protection Centre (CEOP), and in conjunction with the Kingdom of Bahrain Ministry of Interior Police and Bahrain Public Prosecution, four men were sentenced to a total of 20 years in prison in Bahrain. Nearly 300 further victims were identified and even more potential targets of this criminal gang were safeguarded.