

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 up on the same period last year. This is due to the large increases in reported levels of violent crime and sexual assaults; however we are pleased to report that there has been a notable reduction in the level of serious acquisitive crime and the reduction in the level of domestic burglary has been sustained.

Crime Reduction	FYtD Feb 15	FYtD Feb 14	Change	%age Change
Serious acquisitive	5,721	6,881	-1160	-16.9%
Robbery	210	219	-9	-0.4%
Domestic burglary	2,371	2,936	-565	-19.2%
Violence with injury	4,608	3,144	+1,464	+46.6%
Serious sexual	829	496	+333	+67.1%
Rape	378	229	+149	+65.1%
TNO	45,531	44,531	+1,000	+2.2%

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 19.2%, or 565 crimes, compared with the same period last year. As a result Surrey Police has moved up five places nationally to 19th since the end of March 2014. 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).

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 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 51.5% compared with the same period last year.

Surrey Police are working hard to encourage the reporting of domestic abuse and improve the service provided, and we have been running a joint Surrey and Sussex multi-agency campaign called 'talk to us' since November. The campaign is particularly targeted at teenagers and young adults, who may be less likely to recognise the signs of an abusive relationship. Recent highlights include items on Eagle Radio, Radio Jackie and ITV News featuring the testimony of a young survivor of domestic abuse.

Surrey Police also continue 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 (+67.1%) and rapes (+65.1%) 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 sexual offences is thought to be due to growing confidence amongst victims that police will treat their complaints seriously and improved crime recording practices, 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 across the Force in local teams as well as specialist investigation teams. The Force supported a theatre production of Chelsea's Choice on National Child Sexual Exploitation (CSE) Awareness Day, 18 March. This is a highly impactful drama which tells the story of how one girl became a victim of sexual exploitation. The play has previously been shown in local schools where it proved very effective in raising awareness of child sexual exploitation. Surrey Police also supported Safer Internet Day (10 February), through the publication of a series of tips and hints to help web users stay safe online.

Detection Rates

The following table shows headline crime detection figures in Surrey. As can be seen, we have continued to show 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 Feb 2015	No of Detections FYtD Feb 2014	Detection Rate FYtD Feb 2015	Detection Rate FYtD Feb 2014
Serious acquisitive	713	668	12.5%	9.7%
Robbery	51	56	24.3%	25.6%
Domestic burglary	460	345	19.4%	11.8%
Violence with injury	1,507	1,209	32.7%	38.5%
Serious sexual	121	148	14.6%	29.8%
Rape	35	46	9.3%	20.1%
TNO	11,571	12,065	25.3%	27.1%

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 7.6% points higher than at the same time last year. 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 2014.

Examples of recent good work

- A burglar who left his fingerprints at the scenes of his crimes in Farnham and hid stolen jewellery in his toilet cistern has been jailed for four years. The man was caught by officers patrolling as part of the Force's Operation Candlelight burglary campaign in autumn last year, who used a roadside fingerprint reader to match his prints to those found at the scenes of his crimes.
- The Reigate and Banstead Safer Neighbourhood Team (SNT) have used their local knowledge to support other teams in the quick apprehension of a man suspected of involvement in a series on burglaries in the borough. Officers used their local knowledge to locate a vehicle seen in an area subject to two burglaries. The vehicle contained a large amount of cash as well as items suspected to be for use in burglaries and has provided some good forensic evidence. A male suspect was also located and arrested in the vicinity of the vehicle shortly afterwards.
- Two Sunbury men have been charged with a number of burglaries the Sunbury area during which thousands of pounds worth of items were stolen including watches, jewellery and cash. One man is remanded in custody and the other is on conditional bail.
- A man has been sentenced to four and a half years in prison after pleading guilty to a charge of burglary after he pretended to lose his spanner in an elderly couple's garden in August last year, to distract them whilst he stole the victim's purse containing £40 in cash, bank cards and a sentimental photograph of her mother. He was identified and located by officers who recognised the technique as one he had used previously.

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 46.6% increase in recorded violent crimes with injury. The actual number of crimes detected at 1507 is 24.6% (298 crimes) higher than at the same time last year which demonstrates our commitment to bringing violent offenders to justice.

The CPB commissioned work last year to look into working practices at other police forces with better detection rates for violent crime and see how any learning could be applied to Surrey. This work included visits to Northumbria Police and Thames Valley Police. The findings from these visits were reported back to the CPB in February and are being used to inform a plan to improve Surrey's performance in detecting violent crime. The plan includes an improved performance framework, better immediate oversight and management grip of the investigation of violent offences, increased early evidence capture by first responders, and more consideration of early disposals

such as out of court disposals where appropriate. The Divisional Commanders are due to report back further on this at the March CPB.

Progress is being made in relation to domestic abuse-related violent crime with injury, with the detection rate at 34.1%, which is 6.3% points higher than for the same period last year. As mentioned earlier, 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. Work on this is due to report back to the March CPB.

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 67.1% 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.

In response to the performance figures, a review has been commissioned and is on-going to better understand the reasons, 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, resources, skill set and time taken to investigate offences. We have also bolstered our SIUs with additional officers. All of this activity is scrutinised at the CPB.

Her Majesty's Inspectorate of Constabulary Rape Monitoring Group Report 2013/14

Her Majesty's Inspectorate of Constabulary (HMIC) has this month published the Surrey Area Digest by the National Rape Monitoring Group which looks at various sets of rape data from Surrey Police and the Crime Prosecution Service (CPS), including levels of recorded crime, the numbers of charges and summonses and the numbers of convictions in both Surrey and England and Wales. Of note in the report is that Surrey is shown as having the second lowest level of recorded child rapes in the financial year 2013/14, i.e. rapes where the victim is under 16 years of age, however Surrey is also reported to have a relatively high percentage of child rapes that have subsequently been 'no-crimed' during the same period. Surrey Police have reviewed every no-crime decision for this period as well as for the current financial-year-to-date and we are confident that those offences that have been subsequently 'no-crimed' have all had this action taken ethically and in accordance with the Home Office Counting Rules.

Examples of good work

Ex-teacher charged with sexual activity with a former pupil

A former head of department at a school in Hersham has been charged with two counts of sexual activity with a child aged between 13 and 15 years, and the abuse of a position of trust.

Man arrested in connection with indecent exposures in Woking

Officers from Woking SNT responded swiftly to a report which was received and arrested a man in connection with five sexual offences in a park between November 2014 and February 2015.

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 Force works with schools to deal with any reports of drug taking by school pupils and we are currently working with a school in East Surrey on an on-going issue. We also continue to encourage staff, students and their parents to share any information in respect of drug use with us. There is a good process in place to mitigate this risk which includes Youth Intervention Officers attending regular meetings with individual school Pastoral Care Co-ordinators, to discuss students who have come to attention as a result of their involvement with drugs. This system gives us an opportunity to intervene quickly.

Recent examples of good drugs-related work

- A man has been charged with possession with intent to supply class B drugs following the discovery of cannabis, suspected to be worth approximately £300,000, in his vehicle.
- Six people have been charged with possession of class A drugs with intent to supply following the execution of a warrant in Caterham on 12 March. Surrey Police, working with the National Crime Agency, discovered approximately 33kg of a substance suspected to be cocaine, at the property; this is thought to be worth in the region of £1.6m. All six have been remanded in custody to appear at Guildford Crown Court on 26 March.
- A man has been charged with possession with intent to supply class A drugs, after £3,500 of cocaine was found in a van in Bookham in November 2014. The man has also been charged with possession of an offensive weapon and possession of a bladed article and will appear in court in March.
- Five people have been arrested for drugs-related offences following the execution of search warrants at two properties in West Molesey in February. During the warrants, quantities of both class A and class B drugs were seized along with drugs paraphernalia and an offensive weapon.

Surrey couple sentenced for their part in a multi-million pound drugs ring

Christopher Monaghan was sentenced to 16 years imprisonment at Guildford Crown Court in February, having earlier pleaded guilty to conspiracy to supply cocaine, conspiracy to supply drugs and three counts of money laundering. His wife Karen was also found guilty of two counts of money laundering and was given an 18-month sentence suspended for two years, and ordered to carry out 200 hours of unpaid work. Mr Monaghan was a key member of an organised crime group who were caught when they picked up a shipment of high purity cocaine in Staines in February 2013. Surrey Police are now pursuing further action under the Proceeds of Crime Act to seize assets acquired by the couple as a result of these offences.

Operation Etamin

West Surrey division have had a number of successes recently in disrupting criminals from London, who have been travelling to Surrey to sell drugs. This work, called Operation Etamin, is part of a wider regional campaign in response to increased activity by the Metropolitan Police Service which is leading to an increase in the number of London-based criminals travelling to Surrey to commit offences. The operation, which was set up at the beginning of the calendar year, includes dedicated resources working seven days a week, carrying out both covert and proactive work to identify vulnerable people who are coerced either through a drug dependency or through the threat of force, into allowing criminals to take over their homes and sell drugs from them.

Through close working with British Transport Police, we have been able to target those who travel to the county by train. When arrested people are suspected of having secreted drugs about their person, we are working with local courts to secure warrants of further detention until the drugs have been passed; on one occasion, detention was granted for 13 days. Those caught with drugs secreted about their person are being remanded to prison by the courts upon charge and we are seeing early guilty pleas being entered. The operation initially focused on Guildford and Woking, but has moved its focus to other areas such as Surrey Heath as criminals have moved on. Surrey Police will continue to adapt the focus area of the operations to show those who seek to sell illegal drugs that this activity will not be tolerated.

Wider examples of good zero tolerance policing

Three men sentenced for £170,000 fraud at Woking Liberal Club

Peter Charlton, Colin Dobson and David Eskriett, who were all involved in the running of the Woking Liberal Club, have been sentenced after pleading guilty at Guildford Crown Court to one charge of fraud by abuse of position between 2008 and 2010, for diverting funds from the sale of a club property. Dobson received a four-year custodial sentence, whilst Charlton and Eskriett were both sentenced to 15 months; in the case of Eskriett the sentence was suspended for two years.

Armed robber jailed for three and a half years

Charlie Veck was sentenced to three and a half years imprisonment by Guildford Crown Court after pleading guilty to armed robbery, having threatened staff with a hammer during a robbery at a computer shop in Godalming. Mr Veck also asked for two further theft-related offences to be taken into consideration.

Second Closure Order obtained against a block of flats in Guildford

A closure order was obtained in December against Flat 6 in Ardmere House in Guildford after numerous reports of anti-social behaviour (ASB) and drug-related activity taking place in and around the block of flats. The Guildford SNT worked with local residents to build a file against one of the worst offenders and as a result that tenant was evicted. The tenant returned to the building and started staying in another flat (Flat 16) in the block causing further ASB and drug-related disturbances to local residents; therefore the SNT sought and obtained a further temporary closure order for Flat 16, showing they will relentlessly pursue those who seek to cause distress to their neighbours.

Child Sexual Abuse designated a 'national threat'

Following the high profile investigations into child sexual abuse and child sexual exploitation (CSE) across the country, such as that in Rotherham, the Government has raised the threat of it to that of a 'national threat' in the revised Strategic Policing Requirement (SPR), issued earlier this month. The SPR sets out the collective capabilities that all police forces across England and Wales are expected to have in place in order to protect the public from specified national threats such as public disorder, cyber-crime, and now child sexual abuse.

Surrey Police were alive to this threat prior to the announcement and it was already highly prioritised in our forward planning for the next financial year. Our safeguarding teams include specially trained detectives, experienced in investigating child abuse and determined to protect vulnerable children. The Force created a small, dedicated team under the banner Operation Ischia last year whose task is to identify areas for improvement in our working practices and promote immediate solutions to improve the way in which we protect children. More detail of the work underway is described in Appendix A.

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 Feb 2015	FYTD Feb 2014	Change	FYtD %age Change
Resource Availability	89.3%	91.8%	-2.5%	-2.8%

Overall the Force continues to have high availability, although several areas remain lower than average 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)	3.0%
Police staff sickness (rolling 12 months)	3.1%

Sickness continues to be low risk, with officer sickness at 7.7 days per person and staff sickness at 8.2 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 31/01/2015

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

POCA scorecard	FYtD Jan 15	EOY 2014/15 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£1,217,427.09	£1,000,000
Volume of confiscation orders	41	50
Value of confiscation orders	£1,125,217.45	n/a
Number of restraint orders	13	n/a
Number of cash seizures	59	70
Volume of cash forfeitures	29	n/a
Value of cash forfeitures	£92,209.64	n/a

Highlights include:

- A father and son convicted of committing a cash-in-transit robbery on Tattenham Corner in January 2013 have been ordered to pay back £45,000 following a hearing at Guildford Crown Court in February. The pair, who are currently serving lengthy prison sentences for this crime, were given six months to pay the money; failing to do so would add a further 12 months on to their current sentences.
- A conman who was sentenced to three years imprisonment in September 2013 for his part in a 'boiler room scam', has been ordered to pay £130,000 in compensation to his victims, some of whom were elderly, ill and vulnerable. Failure to make any payments will result in an additional three year prison sentence.

Examples of good partnership and visible policing

Improved town centre environment in Woking

The Woking SNT has been working with Woking Borough Council (WBC) and local businesses to address safety, security and environmental issues in the town centre. This includes the regular closure of Chertsey Road on Friday and Saturday evenings to create a larger, calmer and safer space for those enjoying the night time economy; as a result violent crime has reduced by 50% compared with the same time last year. The closure has also allowed the creation of a 'pop up' taxi rank with marshals, provided by WBC, to ensure a swift, safe turn around for passengers. Other initiatives include working with local businesses such as MacDonalDs, to improve the area, making it look smarter, tidier and generally more welcoming, thereby promoting safe, enjoyable evenings and deterring criminal activity.

Man who caused anxiety to Staines community is banned from the town centre

Rory Fagan from Weybridge has been given a Criminal Behaviour Order at Guildford Crown Court which includes a ban from entering a certain area of Staines, having alcohol, acting in an anti-social manner and being abusive in Surrey for a period of two years. This is as a result of him engaging in anti-social behaviour which had left many in the community with high levels of anxiety.

Joint working with the Joint Enforcement Team to reduce anti-social behaviour in a car park

The wider Reigate and Banstead SNT worked together with the local Joint Enforcement Team (JET) to tackle an increasing number of reports of noise and anti-social behaviour in a car park which enquiries identified was a meeting place for car enthusiasts. The SNT increased local patrols and worked with the JET to establish what measures could be taken to prevent access to the car park at night. The SNT also worked with the enthusiasts to identify an alternative venue that would cause less distress to local residents. A mutually agreeable, alternative venue was found and the enthusiasts now meet there instead.

New initiative to improve engagement with the Muslim community

Surrey Police has just introduced its first Muslim and Cultural Liaison Officers (MACLOs) to improve engagement with Muslim communities in Surrey. Seven officers and staff have been given specialist training in awareness of specific issues affecting Muslim communities. The primary functions of this role are to promote trust and confidence, and to enhance the knowledge and understanding of others.

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 92.8% of emergency calls being answered within 10 seconds. This is an improvement since we previously reported in January.

	FYtD Feb 2015	FYtD Feb 2014	% point Change
% 999 calls answered within 10 secs	92.8%	92.8%	0%
% non-emergency calls answered within 60 secs	63.6%	66.7%	-3.1%

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. As previously reported an improvement plan was put in place in the autumn which included taking on 40 new staff in the contact centre (CTC) and introducing a new coaching method. 101 call performance continues to improve and, as can be seen from the above table, we are close to the levels achieved this time last year. In terms of the improvement plan, performance levels are in line with anticipated improvement levels. The Force is on target to move the closure of Grade 1 and Grade 2 calls to the Force Control Room at the beginning of April, which is expected to have a positive impact on call handling performance. In addition to this the new CTC staff have now completed their training and, whilst it will take time for them to become fully proficient, the effects of the additional resources are starting to be felt. Also, the introduction of direct officer input through mobile devices means that call-takers can be freed up from inputting crimes. These all positively impact on performance.

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 Feb 2015	FYtD Feb 2014	%point Change
Overall crime victim satisfaction	86.0%	86.0%	0.0%
	FYtD Feb 2015	FYtD Feb 2014	%point Change
ASB victim satisfaction	77.6%	80.5%	-2.9%

The financial-year-to-date (FYtD) overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is 86.0%, which is equal to the same period last year; however the latest iQuanta data shows an improvement in our national position and Surrey has moved from 21st to 17th out of 43 forces for overall satisfaction. This year overall satisfaction for violent crime has improved notably; the current FYtD is level 83.7%, which is an increase of 2.6% points compared with the same period last year, and is reflected in our national position which has improved to 14th. By indicator question, 'treatment' has improved compared with last year to 95% whilst 'keeping victims informed' continues to be a key focus for the Victim Care Board.

The FYtD satisfaction performance for anti-social behaviour (ASB) is 77.6% which is now 2.9% points lower than for the same period last year and 2.7% points lower than at the end of the 2013/14 financial year. All three incident types and all indicator questions are showing a reduction compared with last year. However it is encouraging that slightly more victims of ASB are reporting that the police are resolving their incident compared with last year (the FYtD figure is 45.6%, compared with 44.8% at the end of the last financial year). The fall in ASB satisfaction is a concern for the Force and it was discussed at the CPB in February. The CPB directed some fast time actions to improve performance and action holders are due to report back on progress at the next meeting in March.

Officers given Mental Health Crisis briefing sessions

The Surrey Police Mental Health Steering Group ran two briefing sessions for personnel to refresh and enhance their knowledge when dealing with people in mental health crisis. The aim was to reduce the risk associated to both those suffering and the officers and staff involved in these situations, and to empower officers to challenge and escalate issues when they experience a lack of support from partner agencies. The briefings have been well received and the Force is looking at putting on more briefings using feedback from these sessions in the future.

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, Tandridge, Reigate and Banstead, Mole Valley, Guildford, Epsom and Ewell, Waverley and Runnymede, including five facebook panels. Issues raised included anti-social parking and cycling, burglary and reports of drug use. In addition to this, Epsom and Ewell held two specialist panels, the first hosted by the local Crime Reduction Advisor and the second by a detective.

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 Surrey Heath, Waverley, Woking and Mole Valley.

5) Protect Your Local Policing

Employee turnover rates

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

The rate of officers leaving for unplanned reasons has increased to the equivalent to 75 officers over a 12-month rolling period. The main leaving reason continues to be to transfer to another police force. The high unplanned attrition 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 rate of police staff leaving for unplanned reasons has risen to the equivalent to 296 members of staff over a 12-month rolling period. The most common leaving reason is still alternative employment, which accounts for 51% 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.

The overall attrition rate for police officers has risen to 6.7%, whilst the rate for police staff has decreased to 21.6%. 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 decreasing from 452 to 420. This means that Surrey remains in the fourth quartile nationally.

Changes to Police Officer Reward Packages

The Force is reviewing the police officer reward package as part of its commitment to retaining and rewarding those officers who perform well and make a positive contribution to Surrey Police's priorities. The reward package includes the fuel card and competency related threshold payments (CRTP). CRTP will remain only for officers currently in receipt, reducing to £300 per annum with effect from 1 April following the Home Secretary's approval to implement the Winsor recommendation. This year all eligible officers will retain their package automatically, without needing to complete and submit forms, as long as they meet certain criteria such as minimum attendance and fitness.

Police Staff Pay Negotiations

Negotiations on the annual cost of living award for graded police staff have taken place with UNISON. Having due regard to the financial backdrop and the national position in relation to salaries and pay settlements, an offer of a 2% increase has been made to UNISON, which will now ballot its members.

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
Fast Track Hearing	An officer was convicted of three fraud-related offences.	Dismissed without notice
Meeting	An officer refused to assist colleagues in their lawful duty.	Management Advice
Hearing	An officer failed to act with either honesty and integrity or respect and courtesy to a member of the public.	Dismissed without notice – appeal with PCC
Meeting	An officer accessed crime information systems without a policing purpose.	Management Advice
Meeting	A member of staff was involved in an altercation with a member of the public and used insulting language.	Not Proven
Meeting	An officer failed to deal with a report of a domestic incident appropriately or update the control room.	Written Warning
Meeting	An officer accessed crime information systems without a policing purpose.	Written Warning
Fast Track Hearing	An officer entered an amusement park whilst off duty, without obtaining valid tickets.	Dismissed without notice

Letters of Thanks

Between 20 December 2014 and 13 March 2015, 55 letters of appreciation have been received in the Chief Constable's office. Reflecting the day-to-day policing demands, seven letters have related to officers and staff dealing excellently with mental health situations; they vary from helping to manage an adult suffering a psychotic episode, to persuading vulnerable elderly people to seek medical help and to supporting the family of a teenager who was threatening suicide following the death of his best friend. Victims of non-recent sexual offences, burglary, harassment, theft and robbery have focused their appreciation on the care provided, regular contact with the officer in the case, and thorough cases being successful at court. Another police force praised the outstanding support they had received when requesting out of hours surveillance and armed assistance in a murder investigation. Three people contacted Surrey Police following collisions that officers attended on both the local and motorway road network. Two members of the public were very grateful for the manner in which Surrey Police responded to the unexpected deaths of their loved ones. One family wrote after the inquest into a young couple who died in the same road traffic collision and commended the Family Liaison Officer. Over the festive period, two members of the public wrote just to say thank you for being there.

APPENDIX A - Child Protection Activity in Surrey Police

- Operation Benotto – to review of certain child protection cases, where children were deemed to be at high risk and ensure appropriate safeguarding measures are in place.

This review, carried out in November 2014, was followed by a review of a larger sample of files to identify any learning points. Learning from the review has been discussed by the senior leadership team and disseminated through the Force at divisional briefings. The Force is now carrying out an enquiry as to whether the review raises any potential conduct issues.

- Operation Ischia – a team set up in November 2014 to deliver system and process improvements for child protection. Work completed so far includes:-
 - Completion of a self-assessment against both the Association of Chief Police Officers (ACPO) national action plan, updated in December 2014, and the independent report into CSE in Rotherham
 - Filling all vacancies in the Safeguarding Investigation Units (SIUs) to increase investigative capacity.
 - A review of Surrey Police Public Protection structure to increase management and supervision.
 - External training on Child Sexual Exploitation (CSE) for all SIUs.
 - An internal communications campaign to raise awareness of child abuse, in particular CSE, and to encourage greater proactivity in tackling these offences. This has been followed by a wider community campaign to raise awareness of CSE which was launched on 18 March to coincide with National CSE Awareness Day.
 - An independent review of the Multi-Agency Safeguarding Hub was carried out earlier this calendar year. The report was published earlier this month (March) and findings are being considered by the senior leadership team.
 - A new management information/performance product has been approved and will be launched at the start of the new financial year on April 1st.
 - A CSE peer review by the College of Policing has been commissioned and is due to take place in the first quarter of the new financial year (April- June).

- Other CSE work

The Surrey Safeguarding Children Board has approved a new multi agency structure, in which all children identified at potential risk from CSE will be risk rated against set criteria. Next month there will be an area multi-agency meeting to assess the list of children against the new risk assessment criteria.