

SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

1) Take a Zero Tolerance Policing Approach

New Performance Monitoring Framework

Following the implementation of a new inspection regime last year by Her Majesty's Inspectorate of Constabulary (HMIC) called Police Effectiveness, Efficiency and Legitimacy (PEEL), the force has reviewed its performance monitoring framework to support the new inspection process. Since the start of the 2015/16 financial year, performance monitoring across the Force has been aligned to one of three PEEL pillars and is being measured against the overarching questions set by the HMIC for that pillar. Reducing and detecting crime comes under the effectiveness pillar and as a result the remit of the Deputy Chief Constable's (DCC) Crime and Performance Board (CPB) has been expanded to cover all performance areas that come under this pillar.

Crime Reduction

The below table gives headline crime figures in Surrey for the first month of the 2015/16 financial year. 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 the reduction in the level of serious acquisitive crime and in particular domestic burglary continues to decline.

Crime Reduction	FYtD Apr 15	FYtD Apr 14	Change	%age Change
Serious acquisitive	502	508	-6	-1.2%
Robbery	23	21	+2	+9.5%
Domestic burglary	162	221	-59	-26.7%
Violence with injury	441	330	+111	33.6%
Serious sexual	106	47	+59	+125.5%
Rape	40	27	+13	+48.1%
Total Notifiable Offences (TNOs)	4,439	3,846	+593	15.4%

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 26.7%, or 59 fewer victims, compared with April last year. As a result Surrey Police has maintained its position of 19th nationally and this is an improvement of 5 places since 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 CPB.

b. Violent Crime

The level of recorded violent crime continues to rise into the new financial year with violence with injury increasing by 33.6% since April 2014. This picture is reflected nationally, with 40 out of 43 police forces including all forces in the South East region 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 increase in victims' confidence in our ability to deal with this crime type. Recorded domestic abuse-related violence with injury has increased by 14.9% compared with the same period last year.

Surrey Police are working hard to encourage the reporting of domestic abuse and improve the service provided. This 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. In the 2014/15 financial year 96 DVPOs and 111 DVPNs were granted in Surrey. We are reviewing those Orders that are not being granted to learn the lessons and promote best practice across the Force.

c. Serious Sexual Offences

Surrey Police is recording a significant increase in the volume of serious sexual assaults (+125.5%) and rapes (+48.1%) when compared with the same period last year, again 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 as well as our more victim-focused and ethical crime recording processes that we are recording more sexual offences, and recording them sooner. Reducing sexual offending within Surrey is a high priority across the Force in local teams as well as specialist investigation teams, and Safeguarding Investigation Units have been realigned to divisions to increase local oversight.

Positive Outcomes

Due to the fact that we are only one month into the current financial year and that many outcomes await finalisation, it is too early to provide meaningful data on positive outcomes for this reporting period. Performance continues to be monitored at the CPB which aspires to improve positive outcome performance, particularly in respect of violent crime and serious sexual offences, both of which have reduced over the 2014/15 financial year. The CPB continues to focus activity on those crimes where there is a named suspect but the witness does not support a prosecution or there is insufficient evidence to charge.

a. Domestic Burglary

The PCC is aware that there has been a significant improvement in the positive outcome rate for domestic burglary over the 2014/15 financial year. The DCC continues to drive an innovative whole systems approach to burglary detections through the CPB, this includes the use of TICs, a number of which have already been obtained this financial year and are awaiting sign off.

Examples of recent good work

Community leaflet drop helps jail window-cleaning burglar for eight years

Ben Crittenden was found guilty of nine charges of burglary at Guildford Crown Court and sentenced to eight years for the offences which were committed at sheltered housing complexes in the West Molesey and Cobham areas and private homes across Elmbridge. He preyed upon his customers as he worked and stole items including a £38,000 ring and a box containing the ashes of a widow's husband. Officers were able to bring him to justice after distributing around 1,000 leaflets in the Elmbridge community on New Year's Eve in 2013 which showed images of stolen jewellery. This enabled the investigation team to build up a pattern of offending and confirm Crittenden was responsible. He was further linked to the crimes when a brooch which was found in the glove box of his van was subsequently identified as stolen property by one of the victims.

Three men charged with burglary and theft of an ATM across three counties.

Three men have been charged with a number of thefts and burglaries across Surrey, Thames Valley and Hampshire between November 2014 and 26 April 2015. The three men appeared at Redhill Crown Court on 27 April charged with conspiracy to commit burglary and conspiracy to steal. The men have been remanded in custody pending their next court appearance in May. The men were arrested following the attempted theft of an ATM from a shop in Bracknell.

Burglary Suspect arrested after being disturbed by a PCSO

The newest addition to Epsom and Ewell Safer Neighbourhood Team (SNT) was assisting Reigate and Banstead SNT following a report of a burglary in progress in Tadworth. Whilst at the scene the PCSO disturbed the intruder who ran off, falling over a few times in the process. A number of units, including a police dog unit were called to the scene and the suspect was located and arrested shortly afterwards.

b. Violent Crime

The positive outcome rate for violent crime was an area of concern for the 2014/2015 financial year and remains so for the current year. This continues to be an area of focus for the Force and there are a number of work streams in place to improve the positive outcome rates for victims of violent crime. These include work to apply learning from other forces to Surrey processes and the Superintendent portfolio lead for violent crime has also been giving briefings to response, neighbourhood and public protection teams on division on how incremental improvements can be made.

In terms of domestic abuse related violence with injury, the Force is in the process of refreshing its domestic abuse action plan. Safeguarding Investigation Units have been realigned to divisions each with its own Detective Chief Inspector to help improve management, oversight and leadership. The focus remains 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, which account for roughly 50% of domestic abuse-related crimes.

c. Serious Sexual Offences

The positive outcome rate for serious sexual offences was also an area of concern for the 2014/15 financial year though this should be seen in the context of a significant increase recorded crimes. Work to improve positive outcomes for serious sexual offences remains a priority for the Force and our Head of Public Protection has commissioned an action plan to address the performance shortcoming. The action plan is not yet complete but will include

ways to reduce the length of investigations and enable faster charge decisions. The time taken from reporting a serious sexual crime to prosecution is very long when compared with other crime types and this can lead to victims and witnesses losing faith in the process, which in turn lowers the chances of achieving a positive outcome. Work is on going with the CPS to speed up the charging and court process and reduce delays. Other elements of the plan include reviewing decision making in recent cases.

Examples of good work

- A man has been arrested after a man suffered a broken jaw during a violent assault in Reigate. The victim, an 18-year old man, was taken to East Surrey hospital for treatment to his injuries and had to undergo an operation. A man in his 20s was arrested on suspicion of assault and has been released on police bail whilst the investigation continues.
- A man has been sentenced to three years and 4 months after pleading guilty to stabbing a man in his 20s in the chest and buttock because he refused to hand over his mobile phone in Redhill at the end of 2014.
- A couple who tricked their way into a vulnerable alcohol-dependent man's home in Ash before violently assaulting and robbing him have been sent to jail. Jasmine Paice and Luke Florey were sentenced to over a year in prison after pleading guilty to robbery.
- A man has been sentenced to 33-years imprisonment for the murder of a married couple in their home in Fetcham. Police were called to the property just after midnight on Thursday, 27 November, where the bodies of Patrick and Gillian Kettle were discovered. A post-mortem established the cause of death as multiple stab wounds. A major policing operation was launched after the prime suspect Viktoras Bruzas disappeared from the scene. He was located and arrested by officers in Oxshott later the same day following an automatic number plate recognition (ANPR) activation. Bruzas, who was known to the Kettle family, was charged with two counts of murder and on 1 April he pleaded guilty to two counts of murder and was sentenced at The Old Bailey.

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, we also continue to encourage staff, students and their parents to share any information in respect of drug use with us.

Recent examples of good drugs-related work

Operation Etamin Update

Operation Etamin, a West Surrey division operation to disrupt criminals from London, who have been travelling to Surrey to sell drugs, continues to score successes. Two further males have been arrested and found to be concealing wraps of suspected class A drugs with a street value thought to be in the region of £1000 about their persons.

Man sentenced to five years in prison for supplying drugs

A warrant was executed at an address in Ashford following intelligence relating to drugs supply with connections to a London based dealer. A large quantity of Class A drugs was seized and a number of arrests were made. One of those arrested was given 5 years imprisonment for possession with intent to supply Class A drugs after pleading guilty at Guildford Crown Court.

Man charged with burglary and supply of Class A drugs

A warrant was executed at the home of man who was identified as a suspect in a domestic burglary in East Molesey. Officers recovered stolen property including an Audi A4 as well as cash and a large quantity of suspected Class A and Class B drugs. The man has been charged with burglary and drugs related offences.

Working with partners to crack down on the sale of harmful so-called 'legal highs'

Surrey Police have been working with Buckinghamshire and Surrey Trading Standards to tackle the sale of new psychoactive substances, more commonly called 'legal highs'. Officers made unannounced visits to three shops in Surrey last month to crackdown on the sale of dangerous substances which mimic the effect of illegal drugs. The three shops had previously been warned of their duty under the 2005 General Product Safety Regulations to ensure that all products offered for sale are safe. The revisits were to check they were complying with the law. More than 100 products were seized and samples sent for testing. If the packs are found to pose a risk to health, trading standards officers will apply to the courts to get them destroyed. The shops have also been ordered to withhold all remaining stock of product lines taken away for testing.

Wider examples of good zero tolerance policing

Five people convicted of conspiracy to defraud

Five people have been convicted of conspiracy to defraud at Reading Crown Court following the local government election in Maybury and Sheerwater ward of Woking in May 2012. The five, all from New Haw, were found guilty at the end of the two week trial following a lengthy and complex investigation by Surrey Police's Economic Crime Unit. In the run up to the election concerns were raised by Woking Borough Council regarding suspicious activity at a number of premises, with allegations made that postal votes were being harvested and ghost voters were being registered. In March 2014 five members of the same family, who are also relatives of the winning candidate, were charged. Sentencing is due to take place in June.

Disenchanted cashier jailed for stealing from his employer

A man who stole 1 million Swiss Francs from a Shepperton company 'out of spite' has been jailed for more than 3 years. Kassahun Biru was sentenced to 45 months after pleading guilty to theft worth around £680,000. Biru, had worked as a cashier at First Rate Exchange Services for eight years when he committed the offence in March this year. Biru took the money as an act of defiance against his employers who had 'started to lose patience' with his personal behaviour.

East Molesey car dealer jailed for defrauding victims out of £208,000.

Steven Meade was sentenced to two years in prison by Guildford Crown Court in April having been found guilty at trial in March. Meade contacted people advertising high value vehicles such as Maseratis, Porsches, Mercedes and BMWs for sale on car dealership web-sites and convinced them to sell to him through his company Surrey Prestige Cars Ltd. Meade then sold the vehicles but failed to reimburse the owners with the money he received or failed to settle any outstanding finance on the vehicle. Some owners did receive part payment but were still left considerably out of pocket which had a devastating effect on some. Surrey Police will now pursue action under the Proceeds of Crime Act to seize any assets acquired by Meade as a result of these offences.

2) More Visible Street Policing

Resource Availability and Sickness

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

	FYTD Mar 2015	FYTD Mar 2014	Change	FYtD %age Change
Resource Availability	89.2%	91.8%	-2.5%	-2.8%

Overall the Force continues to have high availability, although it is slightly down on the same period last year. This is due to an increase in both the number of police staff vacancies and long term sickness over the last 12 months.

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

Police officer sickness (rolling 12 months)	3.1%
Police staff sickness (rolling 12 months)	3.1%

Sickness continues to be low risk, with officer sickness at 7.9 days per person and staff sickness at 8.0 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 2014/15 financial year

The below table shows the successes in relation to POCA seizures for the 2014/15 financial year.

POCA scorecard	Financial Year 14/15	FY 2014/15 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£1,702,712.77	£1,000,000
Volume of confiscation orders	56	50
Value of confiscation orders	£1,588,639.13	n/a
Number of restraint orders	14	n/a
Number of cash seizures	75	70
Volume of cash forfeitures	34	n/a
Value of cash forfeitures	£114,073.64	n/a

The 56 confiscation orders obtained in the 2014/15 financial year varied in value from £1 to £260,000 with the average order being £28,368.56; 20 of them totalling £617,457.79 were to compensate victims of crime. Forfeiture Orders varied in value from £1,000 to £14,080, with the average order being £3,355.11.

Examples of good partnership and visible policing

Royal Holloway named Safest University

Research carried out by StuRents.com has found that Egham is the safest university, with Students studying at Royal Holloway, University of London being exposed to the least crime. The analysis of 535,468 crimes in 64 towns across England and Wales where students live for university showed where students are most likely to be exposed to high levels of crime. Egham came out the lowest with only 57 recorded crimes per 1,000 residents last year.

Tackling Anti-social Behaviour in Tadworth

The Reigate and Banstead SNT were receiving increasing volumes of information, intelligence and complaints from the community in relation to alleged drug use and anti-social behaviour by residents and visitors to a Registered Social Landlord property in Tadworth. This behaviour was blighting the lives of nearby residents so local officers worked with partners to build a case to support an investigation into criminal activity and anti social behaviour as well as abuse of housing legislation. At the beginning of April there was sufficient evidence to execute two drugs warrants at two separate addresses during which clear evidence of Class A drug use was found and three suspects were arrested for handling stolen goods.

The operation and subsequent house to house enquires were witnessed by many residents which generated many positive comments and served to encourage new intelligence reports, in some cases from very vulnerable witnesses whose health had been affected by what they had had to endure. As a result of this intelligence the first Premise Closure Order in East Surrey for 5 years has been granted. Local residents can now clearly see the information notices on one property which makes it a criminal offence for any persons other than the habitual occupiers to enter the premises. The Registered Social Landlords are now using police evidence and the legislation available to them to start the process of evicting the occupants of the other property. During the course of this investigation the Information Sharing Protocols with the Joint Enforcement Team were used to identify possible benefit fraud offences by the occupants and this is now being investigated.

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

Call Handling and Deployment

The following table shows that emergency call handling performance remains strong with the financial-year-to-date figures showing 94.4% of emergency calls being answered within 10 seconds. This is an improvement over the same period last year and since we previously reported in March.

	FYtD Apr 2015	FYtD Apr 2014	% point Change
% 999 calls answered within 10 secs	94.4%	93.7%	+0.7%
% non-emergency calls answered within 60 secs	64.9%	66.1%	-1.2%

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. The Force anticipates further performance improvements when direct officer input is introduced later in the summer months.

In terms of the improvement plan, performance levels are in line with anticipated improvement levels. In April the Force has moved the closure of Grade 1 and Grade 2 calls to the Force Control Room, this is expected to have a further positive impact on call handling performance.

Hear and Solve Pilot

The Hear and Solve pilot has been created to tackle high volume, low level calls by corralling officers and staff with investigative skills in the Contact Centre to provide desk-based resolution and reduce inappropriate deployments. The concept is based on a similar pilot implemented by Hampshire Constabulary that found that 70% of incidents referred to the team were resolved without deployment. It is anticipated that Hear and Solve will speed up the response to the caller as they will no longer have to wait for a scheduled appointment; and free up more police time to focus on more serious incidents. The project is being funded by a successful bid to the Police Innovation Fund.

Extension of Mental Health Practitioners Scheme in the Contact Centre

The Police Innovation Fund money will also help fund mental health practitioners in the Contact Centre, following a successful four-month pilot that launched in December 2014. Practitioners from Surrey and Borders Partnership NHS Foundation Trust (SABP) worked with colleagues in the Contact Centre on a part time basis. SABP are in the process of recruiting staff for the role moving forward. This will mean there will be a mental health practitioner in the Contact Centre covering late shifts 7 days a week.

Victim Care

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

	Year End 14/15	Year End 14/13	%point Change
Overall crime victim satisfaction	85.7%	86.0%	-0.3%
	Year End 14/15	Year End 14/13	%point Change
ASB victim satisfaction	77.7%	80.3%	-2.6%

The year-end overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is 85.7%, which is 0.3% points lower than the previous year. This was due to a notable drop in performance in March 2015 (crimes reported in January 2015). However, this year overall satisfaction for violent crime has seen a marked improvement, ending the year at 83.6%, which is 2.5% points above last year. Burglary satisfaction is still the highest performing crime type at 90.6%, albeit this is a slight reduction compared to last year. By indicator question ‘treatment’ has improved compared to last year to 94.9% and ‘keeping victims informed’ continues to have a high level of scrutiny through monthly Victims’ Code of Practice compliance audits with performance reported at both a divisional and officer level.

The year-end satisfaction performance for anti-social behaviour (ASB) is 77.7% which is 2.6% points lower than Year End 2013/14. However increases in overall satisfaction have been achieved for the last two consecutive months. More victims of ASB are reporting that the police are resolving their incident compared to last year (YE 14/15 46.3%; YE 13/14 44.8%) and satisfaction for repeat ASB victims has increased compared to last year. A number of actions were directed from February's Crime Performance Board to improve ASB satisfaction.

Three women reunited with stolen jewellery thanks to a diligent police officer.

When the owner of a diamond ring with a high sentimental value reported it stolen in March, PC Aylward was able to link the crime to similar jewellery thefts thought to be committed by the same suspect. After receiving intelligence to suggest some of the jewellery had been taken to a particular Pawnbroker's PC Aylward was able to locate jewellery including several engagement rings from a number of burglaries in Cobham.

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, Epsom and Ewell, Guildford, Reigate and Banstead, Spelthorne and Woking, including two Facebook panels. Issues raised included increases in burglary, anti-social parking, speeding motorists, approaches to tackling shop lifting, legal highs and drunks hanging around on street corners. Epsom and Ewell held a specialist panel on youth related issues and Child Sexual Exploitation (CSE); this was hosted by a Youth Officer and a PC working in Public Protection. There were also many smaller scale engagement events across the county such as crime prevention and property marking events in Mole Valley, Reigate and Banstead, Tandridge and Epsom and Ewell. The tackling of the specific issues raised is carried out as part of core business by the local policing teams.

Refreshed Community Engagement Strategy in Redhill

Members of the Redhill community were becoming increasingly concerned about an increase in burglaries in the area. There was also a suggestion that many of the more vulnerable were becoming frightened in their own homes and media reporting was heightening that fear. It was clear the local SNT needed to engage more with local residents on the work being done to tackle this issue such as specific arrests, proactive work, and linked investigations that were underway. There was also a need to reinvigorate community links and ensure that the community was being kept updated using Active Citizen and Neighbourhood Watch circulations.

Officers from the SNT were asked to speak at an upcoming Residents Association meeting in relation to general police work over the year, so the decision was taken to use the meeting as a platform to talk about the burglaries, this was publicised locally and was very well attended. Attendees asked burglary related questions for over an hour and a half; the questions were initially critical but then comments became supportive, and complimentary – particularly in relation to the work of the local Officers. On the back of this meeting, links with Neighbourhood Watch Co-ordinators were renewed and a crime prevention event was organised whereby local Officers and the Crime Reduction Advisor spent an afternoon in the community speaking with, advising and demonstrating crime reduction tips to local residents. This was also attended by the Joint Enforcement Team which provided a valuable opportunity to publicise the work of the team and explain how they work together.

Since then there has been an increase in registrations of Neighbourhood Watches in that particular area and the current feedback from the residents is exceptionally positive with a number of messages received praising the work of the local Officers and the recognition that we have really taken on the challenge of helping them feel safer in their community. Reassuringly, the number of burglaries in the area has noticeably decreased.

Improving engagement with rural communities

Surrey Police hosted an event at Loseley Park, Guildford on May 11th, to increase engagement with Surrey's rural communities. The event was an opportunity for those living in rural areas to share their views on what the biggest issues are, how these could be addressed and what would help to make communities feel better protected. Issues raised included fly tipping, unlawful entry or 'greenlaning' and thefts. Feedback from the event will be used to inform rural affairs training for around 50 neighbourhood and response officers from across the Force, as well as rural affairs campaign later in the year.

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 decreased to the equivalent to 72 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 fallen to the equivalent to 291 members of staff over a 12-month rolling period. The most common leaving reason is still alternative employment, which accounts for 52% 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 police staff leaving the organisation.

The overall attrition rate for police officers has fallen to 6.6%, whilst the rate for police staff has decreased to 20.5%. This is due to the overall headcount for police officers decreasing whilst the number of leavers has remained fairly consistent at 123 leavers, and the total number of police staff leavers decreasing from 452 to 396. This means that Surrey remains in the fourth quartile nationally.

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

Police disciplinary hearings now open to the public

Surrey Police is making plans to hold future disciplinary hearings within the public domain following new legislation that came into force on May 1st. Home Secretary, Theresa May announced new regulations in March that require gross misconduct hearings against police officers to be held in public to increase transparency within the police service. Details of future hearings and how to attend them will be made available on the 'Published Information' section of

the Surrey Police website at: www.surrey.police.uk/About-Us/Your-right-to-information. We are currently scoping for an appropriate location in the county which will allow the public to attend hearings. As with other similar proceedings, such as court hearings and tribunals, those attending will be allowed to observe but will not be involved in decision making process which remains with the conduct panel.

Complaints and Discipline

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

Hearing or Meeting	Allegation	Outcome
Hearing	A member of staff given a criminal conviction for sending a nuisance message contrary to section 127 of the Communications Act 2003.	Dismissed without notice
Meeting	An Officer failed to sufficiently document his actions and decision making in an auditable manner.	Written Warning
Hearing	A member of staff made an offensive comment to a colleague thereby causing upset and distress.	Dismissed without notice – APPEAL RECEIVED
Meeting	A member of staff was communicating with juvenile in an inappropriate manner.	Final written warning

Letters of Thanks

There have been 11 letters of appreciation received by the office of the Chief Constable between 14th March and 6th May 2015. Three members of the public wrote to offer their thanks for the level of care and investigation offered. One of these was from a victim of theft who had her mobile phone promptly recovered by officers; another received ‘brilliant’ service from the investigator including regular progress reports. Thanks were given to a team investigating a rape of a foreign national, including a refuge worker who was tireless in securing safe accommodation for the victim and her child.

Thames Valley Police forwarded thanks for a Surrey officer’s involvement in the location and safe return of an elderly lady who had failed to arrive at a family party in Oxford. The lady had become confused and lost but was found in her vehicle and driven back home. A further officer received thanks for the manner in which he sensitively delivered a death message relating to the Surrey resident’s mother.

From within the organisation the family of the late PC Grant Darbey thanked the Chief Constable for her attendance and words at his funeral. Also given specific mention were those colleagues who escorted his procession, acted as pall bearers and bore the ceremonial standard. The wife of an officer who was seriously injured at home wrote to thank the whole force for their huge support and assistance in his recovery.

Surrey Dogs win awards at regional dog trials

The Surrey and Sussex Dog Section won eight trophies at the Regional Police Dog Trials. Police dogs and their handlers from across the region participated in the two-day event which was hosted by Thames Valley. Three of Surrey Police's dogs and their handlers won the top awards having tackled a number of exercises including tracking, searching obedience and criminal work. PC Graham Lightfoot and Chester won the overall competition, also claiming the Tracking and Criminal Work trophies, and the Phase One Certificate. PC Rob Male and Apollo came second and were also presented with the Searching trophy. Overall the Surrey and Sussex Dog handlers achieved best aggregate marks of the trials and were awarded the Team trophy.