

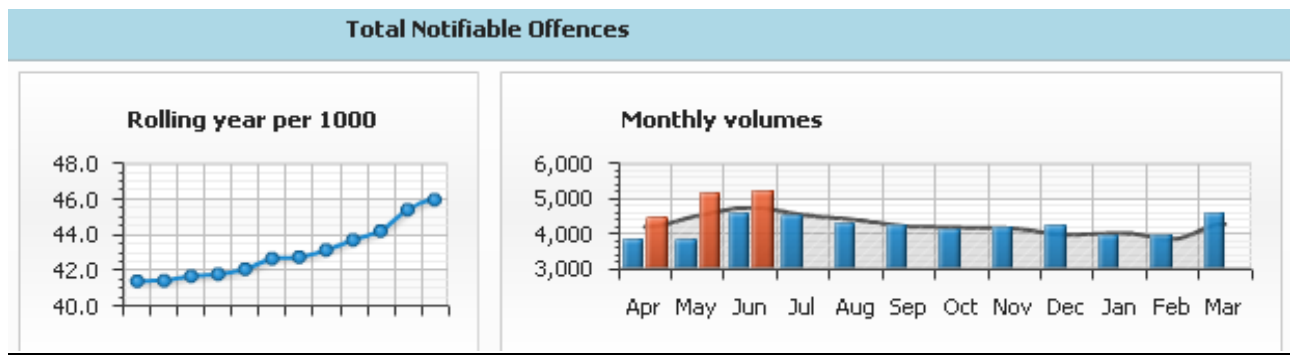
SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

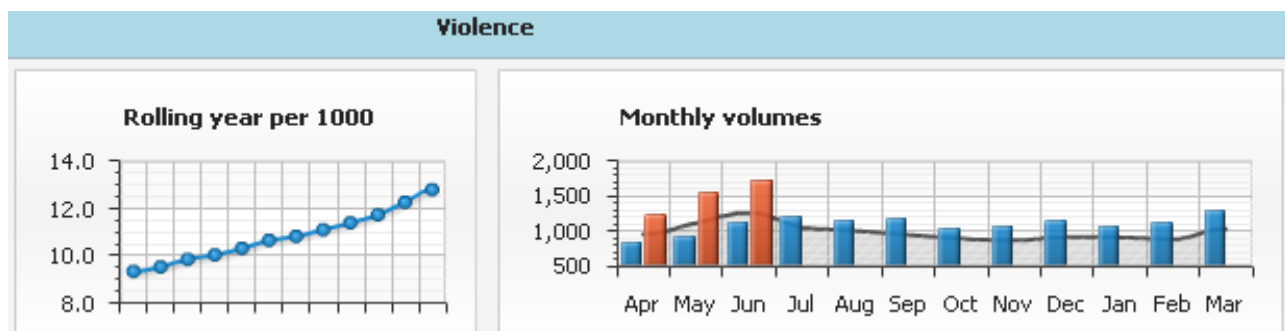
Effectiveness - What work the Force is doing to keep people safe and reduce crime

**Take a Zero Tolerance Policing Approach**

Crime Reduction



As can be seen from the above table the level of recorded crime has been steadily increasing in Surrey over the previous 12 months. This is due to the large increases in recorded violent crimes and sexual assaults and is reflective of the national picture.



Violent crime continues to rise by 55.2% compared to June 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.

## Domestic Abuse

It should be noted that approximately half of the increase in violent crime in Surrey is domestic abuse-related - recorded domestic abuse-related offences have increased by 25.1% (232 crimes) compared with the same period last year. Surrey Police is working hard to increase public confidence, which is encouraging the increased reporting of domestic abuse.

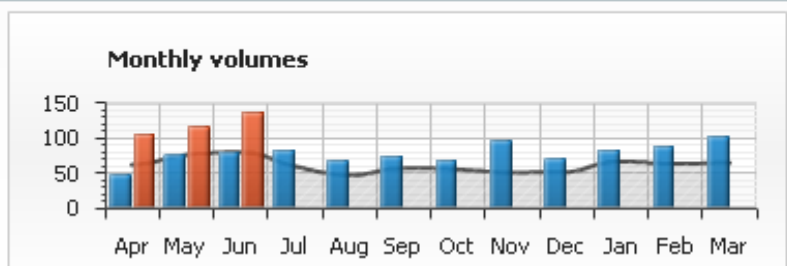
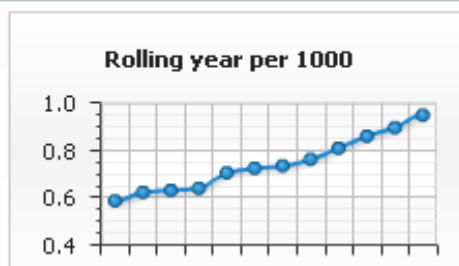
This includes the continued use of Domestic Violence Protection Notices and Orders (DVPNs and DVPOs), which ban the offender from contacting or seeing the victim for up to 30 days. During this time, officers and outreach support teams work with the victim to support them through the enforced separation period. FYtD the Force has issued 20 DVPs and had 18 DVPOs granted at Court. We are reviewing those Orders that are not being granted to learn the lessons and promote best practice across the Force.

## Child Sexual Exploitation (CSE)

Children at risk of child sex exploitation is an increasing threat and the Force is now flagging CSE related crimes and offending to get a true picture of the extent of this in Surrey. There are also many work streams in progress to prevent the threat. These include:-

- A joint campaign with Surrey County Council and Surrey Crimestoppers to raise awareness of CSE, target potential offenders and educate young people and the wider public on the warning signs. For the first time the Force used TV and cinema screens to promote an advert that puts pressure on potential offenders. The campaign is currently being evaluated but early results show website views of the Force CSE page giving information on the warning signs and other information increased by over 1000% and over 100,000 people viewed the TV and social media advert.
- Local Safer Neighbourhood Teams (SNTs) also play their part in this process, by recognising those at risk and intervening wherever possible. In Reigate and Banstead, officers have been identified as points of contact for children at risk in their area, and they have worked hard to establish links and make connections with those children. The local PCSO has developed strong links with a children's home, to the extent that she takes part in the weekly staff meetings. The children themselves expect her to be involved in residents meetings and they want her to be included in their recreational activities. Her link means that she is on easy speaking terms with the children at risk. She is able to provide good intelligence, she is a source of valuable information when children go missing, and has already recognised a potential issue to be monitored in the coming weeks. In tandem with this she has good links with the local school and works with them, when necessary, as children come to notice.

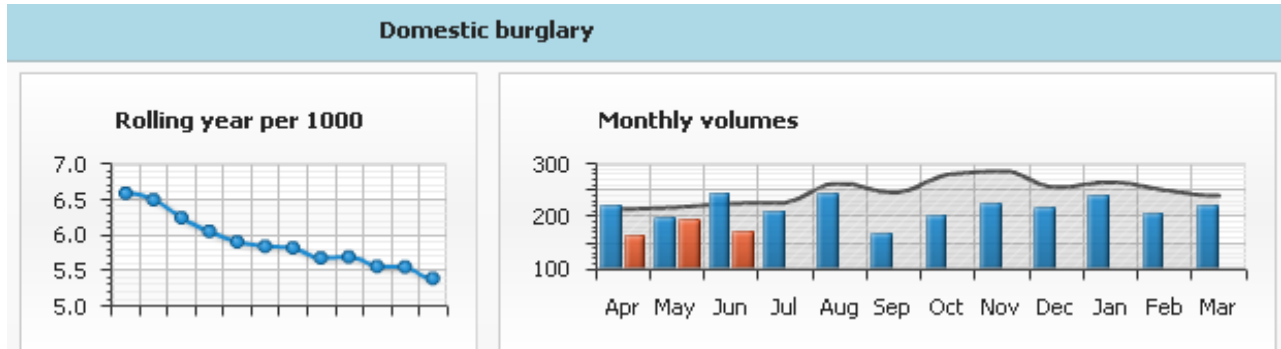
## Serious sexual



As can be seen from the above table the level of recorded sexual offences including rape has been increasing over the last 12 months and is 79.5% higher than the same time last financial 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

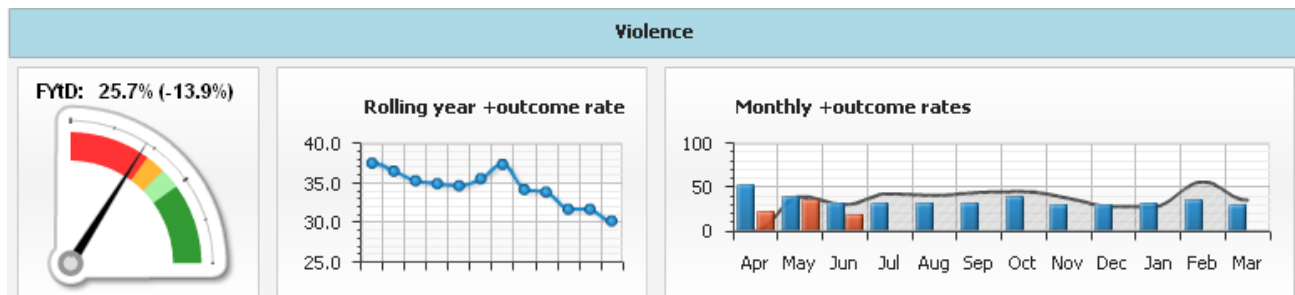
confidence amongst victims that police will treat their complaints seriously as well as our more victim-focused and ethical crime recording processes that we are recording more sexual offences, and recording them sooner.

Reducing sexual offending within Surrey is a high priority across the Force in local teams as well as specialist investigation teams, and a new serious sexual improvement plan was discussed in the CPB at the end of June.



The Force has maintained its focus on domestic burglary and this continues to deliver results, with the level of burglary continuing to fall over the last 12 months and is 20.7% (or 137 crimes) lower compared with June last year. As a result Surrey Police has improved one place to 18<sup>th</sup> nationally since 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 Crime Performance Board (CPB).

**Positive Outcomes**



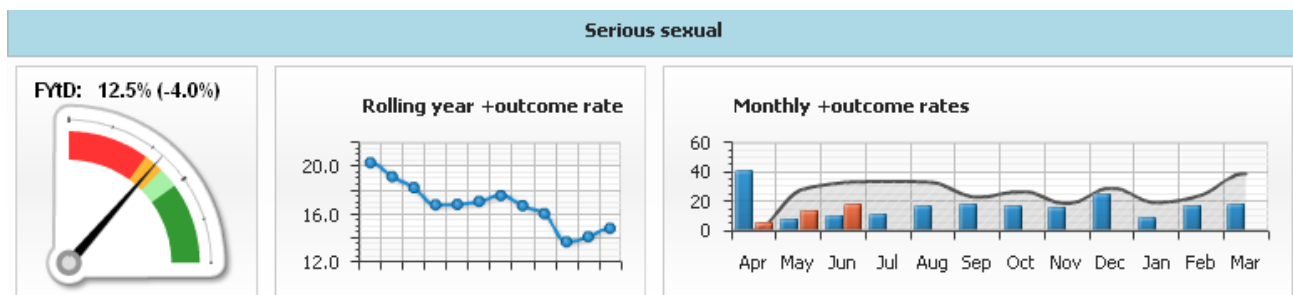
The total number of positive outcome for violent crime has increased from 1217 last year to 1229 FYTD. However due to the notable increase in the total number of violent crime the percentage rate for violent crime positive outcomes has decreased. Violent crime positive outcomes continue to be an area of focus for the Force and there are a number of work streams in place to improve the current position. These include work to apply learning from other forces to Surrey processes and the Superintendent portfolio lead for violent crime continues to give briefings to response, neighbourhood and public protection teams on division on how incremental improvements can be made.

### Examples of good work

- A man has been jailed for ten years after being found guilty of the manslaughter of Richard Stroud at a wedding reception they had both attended in Guildford in January. Matthew Boyd threw a single punch which knocked the victim unconscious so that he fell and was fatally injured as he hit his head on the pavement. Boyd was also found guilty of actual bodily harm on another wedding guest, Taylor Josey, who he assaulted before Mr Stroud.
- Dene Searle has been sentenced to 30 months imprisonment after pleading guilty to robbery in February. It is believed Seale lured his victim back to his home after befriending him in a Redhill pub. It was here where Searle assaulted the man who suffered cuts and bruising to his face and torso before his headphones, £50 cash and a sports bag containing personal items were stolen. Searle was given a 21 month sentence for robbery and a 9 month sentence for assault to run consecutively.
- Maxwell Aboh-Tshiunza has pleaded guilty to wounding with intent after stabbing a man during an altercation last October. Aboh-Tshiunza who was 17 at the time, was acting as a drug runner when he got into a fight with the victim at a flat in Cranley Road. The victim who has refused to co-operate with the prosecution and has not provided a statement, suffered a collapsed lung, cuts to the left cheek and jaw, lost the function of his left kidney, had his spleen removed, his eighth rib on the left side was cut in half, and had injuries to his fingers which needed surgery to repair. He now has scarring on his face and hands, and is still having medical appointments in connection with the injuries.

### Domestic Abuse

- A man has been found guilty of making threats to kill against his ex-girlfriend, he was also found guilty of witness intimidation and putting a person in fear of violence following a trial at Guildford Crown Court. He began contacting the victim after his release from police custody on another matter, despite bail conditions that he was not to make contact with her. He also made several phone calls from withheld numbers during which he threatened to kill her and posted intimate pictures of her on a fake profile with her name. A restraining order was issued against him, and he will be sentenced at a future date.
- A man has been handed a 13 month sentence suspended for 18 months after pleading guilty to one charge of actual bodily harm for an assault on his former partner. He struck her with a mobile phone causing long-term damage to her eye because he was angry at her for smoking.

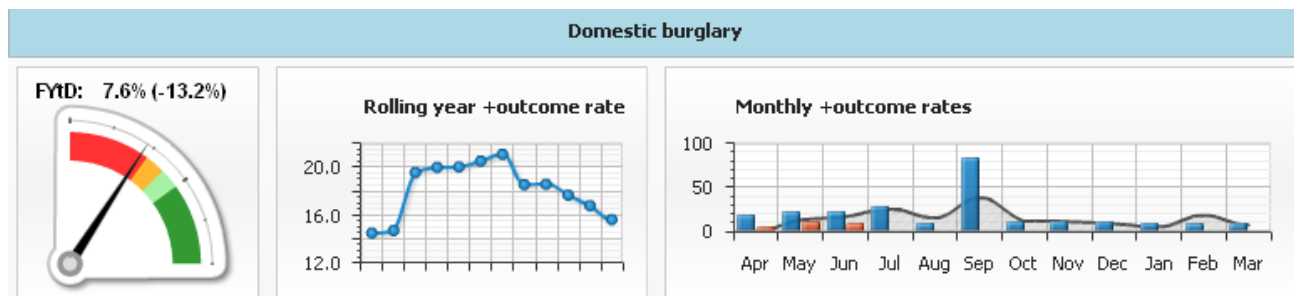


The positive outcome rate for serious sexual offences has been, and continues to be an area of focus and concern for the Force though this should be seen in the context of a significant increase in recorded crimes. Work to improve positive outcomes for serious sexual offences remains a priority and this is reflected in the positive outcome rate, which is now approaching the same level as the end of last financial year. In addition to this the number of positive outcomes is 30.3% higher than the same period last year. In terms of rape the positive outcome rate for recently reported rapes has seen an improvement over the same period last year, up 10% points from 2.5% in 2014/15 to 12.5% in the latest period.

A Serious Sexual Improvement plan is being implemented to support performance improvements in this area. The plan includes review and restructure of some public protection teams, visiting top performing Forces to learn how they do things better and then implementing that learning in Surrey, engaging more with the CPS about file and interview quality and changing culture from victim directed to victim led.

### Examples of Good Work

- Ray Eve, a karate instructor from Egham was sentenced to a total of nine years imprisonment after being found guilty of ten historic sexual offences. The offences relate to the sexual abuse of three teenage boys over a thirty year period dating back to the 1980s. Mr Eve was also made subject of an indefinite sexual harm prevention order and ordered not to contact the victims or their families.
- A man has been remanded in custody after being charged with four counts of rape following an incident at a Guildford park in May.
- A man has been arrested following four indecent exposures in Egham. The man in his 20s is currently on bail while officers continue their enquiries into four separate incidents between April 21 and June 11.



When compared to a positive outcome of 18.6% last year, performance this year has decreased. When looking at primary outcomes the rate is similar to last year and it is anticipated that as the year progressing the force will achieve Taken into Considerations (TICs) which will improve the force's overall positive outcome rate through secondary outcomes.

### Examples of good work

- Two brothers who stole cash, safe boxes and handbags from pubs across the south of England over a six week period have been jailed for five and a half years each for conspiracy to burgle. The offences were committed a few days after the pair were released from prison on license for previous burglary offences. The brothers were convicted as part of a multi-Force prosecution, led by Essex CID involving eight police forces across the south east.
- A man has appeared in court charged with 13 burglaries and one attempted burglary at homes across the south of England. He was charged after an investigation involving officers from Kent, Surrey, Sussex, Hampshire, Essex and the Metropolitan Police Service and has been remanded in custody pending a court appearance on 20 July. The charges relate to burglaries and an attempted burglary in Barnham, Chichester, Eastergate, Bognor Regis, Southwick, Burgess Hill, Guildford, Southend, Margate and Petersfield.

## **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 drugs-related work**

- Surrey Police jointly with Sussex Police and Sussex Safer Roads Partnership, DriveSMART in Surrey and Crimestoppers launches a campaign on June 1<sup>st</sup> to crack down on those who drive whilst unfit through drink or drugs. All drivers who are charged with drink or drug-driving related offences will be named and video footage of convicted drink-drivers to reveal the poor state some offenders are in when they get behind the wheel. At the end of the third week 46 people have been charged and a further six have been arrested for drink or drug-driving-related offences and are on bail, bringing the total arrested who are on bail to 26.
- Following the Closure Order in Tadworth that we reported on last period, local residents have feedback to their local SNT that this has given them increased confidence and that they will take action to stamp out similar behaviour in future. As a result, two further warrants have been executed resulting in three arrests and a significant amount of drugs being seized from one of the properties.
- Waverley SNT has been working with Aldershot SNT in Hampshire to build a case against a woman who had been dealing drugs to children on the Sandy Hill Estate, Farnham. Sarah Hallam pleaded guilty to 14 drug related offences including possession with intent to supply Class A and B drugs. The conviction follows a number of stop checks and warrants being executed at a property on the estate each time finding more drugs.
- Three arrests have been made following the discovery of a cannabis factory at a property in Mole Valley. Following a search of the property, a large quantity of suspected herbal cannabis and drugs paraphernalia were also found and seized.

## **Wider zero tolerance policing**

### Five people jailed following cash machine raid at Mercedes Benz World

Five men who Surrey Police pursued and caught after they stole a cash machine from Mercedes-Benz world have been jailed for a total of more than 12 years after pleading guilty at Guildford Crown court in May. The men drove a pickup truck through the glass-fronted entrance to the building and loaded a stand alone cash machine onto it before driving off. Surrey Police officers were put at significant risk of danger as their vehicle came under attack when pursuing the men from North Surrey to the Wokingham area. It was there that they were arrested thanks to assistance from the National Police Air Service helicopter's infra-red camera as they attempted to hide in gardens.

### Man charged in connection with Guildford and Reigate bank robberies

A man from Reigate has been charged with robbery, attempted robbery and possession of an imitation firearm with intent to commit an indictable offence in connection with two bank robbers at branches of Lloyds bank in Guildford and Reigate. He has been remanded in custody. A small amount of cash was taken in Reigate but none in Guildford and no one was hurt in either incident.

### Motorist Jailed after jogger killed in Worcester Park

A man who got behind the wheel after a 12-hour night shift and killed a jogger when his van left the road in November 2014, was jailed for four years after pleading guilty to causing death by dangerous driving at Guildford Crown Court. The man was disqualified for six years and ordered to pay a victim surcharge.

## **Efficiency - How the Force provides value for money.**

### **More Visible Street Policing**

#### **Recruitment**

Surrey police is developing a flexible Policing model that is based on a commitment to local communities and maintaining a visible, knowledgeable and accessible presence in neighbourhoods.

The Mid-Term Financial Plan (MTFP) has an agreed establishment of 1905 officers. During the first six months of 2014/15 the force adopted a prudent approach to financial planning. On projections as they stand today we need to recruit 144 police officers to maintain our establishment for the financial year.

Recruitment has been impacted by a number of factors, most notably:

- Metropolitan Police Service (MPS) recruitment (in addition to other force recruitment)
- Cost of living in Surrey compared to other areas

In addition, the unplanned attritions has increased due to:

- Officers transferring to MPS and other forces
- Increasing opportunities in job market with less risk
- Higher salaries
- Work life balance

To meet this challenge the force has embarked on a vigorous recruitment campaign. Recruit intakes are planned for July, October, January and March 2015/16. The force is also proactively seeking transferee applications. Due to the different financial position in Sussex, probationer candidates who had been selected by Sussex Police have now been offered the opportunity to join Surrey Police instead. Over half the candidates in the pool have expressed an interest to take up an offer of joining Surrey Police and are being allocated intake dates.

In addition, we currently have approximately 50 candidates that have just passed the national assessment centre and have been made offers, subject to vetting, medical and the successful completion of their CKP qualification.

In terms of police staff we are working to an establishment target of 1935. In 2014/15 the force wanted to fulfil its moral obligation to staff to reduce redundancies wherever possible. As a result the force took the decision to ‘freeze’ recruitment into some roles until early thoughts on the future policing model were developed. In addition, the organisation has been undertaking a number of change programmes which has led to uncertainty and some attrition in other areas of the business e.g. ICT.

Following the recruitment pause in 2014/15 the force has now resumed recruitment in to critical roles that support operational policing such as PCSOs, detention officers and investigating officers. In relation to PCSOs the most recent advertising campaign has just closed and has attracted 80 applicants.

**Resource Availability and Sickness**

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

	FYTD May 2015	FYTD May 2014	Change	FYtD %age Change
Resource Availability	90.3%	88.9%	+1.4%	+1.6%

Overall the Force continues to have high availability, and has improved compared to last year’s figure. This is due to a number of posts that were on hold being taken as savings at the end of the financial year and also in May 2014 more staff were suspended than in the same period this year.

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

Police officer sickness (rolling 12 months)	3.3%
Police staff sickness (rolling 12 months)	3.1%

Sickness continues to be low risk however it has risen slightly since this time last year, particularly officer sickness. Officer sickness is now at 8.5 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 FYtD May 2015**

The below table shows the successes in relation to POCA seizures FYtD to the end of May 2015.

<b>POCA scorecard</b>	<b>FYtD 2015/16</b>	<b>FY 2015/16 Aspiration</b>
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£307,460.02	£1,000,000
Volume of confiscation orders	6	50
Value of confiscation orders	£286,500.02	n/a
Value of compensation paid from above confiscation orders	£68,190.00	n/a
Number of restraint orders	2	n/a
Number of cash seizures	8	70
Volume of cash forfeitures	4	n/a
Value of cash forfeitures	£20,960.00	n/a

Highlights include:

- An Addlestone fraudster jailed for conning a pensioner out of thousands of pounds has been ordered to pay back almost £280,000. Christopher Fulke-Greville, of Liberty Rise, was ordered to hand over £278,335 by November 13 at a confiscation hearing at Guildford Crown Court. The carpenter, who claimed to be a relative of Strictly Come Dancing judge Darcey Bussell, was jailed for four years in 2013 for defrauding the then 77-year-old Jean Johnson, from Staines in 2011 of more than £65,000 to do renovation work that he never completed. Judge Peter Moss ordered the 63-year-old to serve a further four years in prison if he fails to pay the full amount back in time He said he had 'profited from a criminal lifestyle' with earnings of £407,953.48.
- A cash forfeiture in the sum of £14,080 has been granted against a man who was jailed for 6 weeks in October last year after being stopped for driving without insurance in Egham.

### **Examples of good partnership and visible policing**

#### Summer noise crackdown in Elmbridge

Surrey Police is again working with Elmbridge Borough Council to provide an out-of-hours enforcement service to deal with noise and licensing issues over the summer months. The service went live on May 23<sup>rd</sup> to coincide with this year's Noise Action Week.

#### Closure Order obtained for Walton-on-Thames property

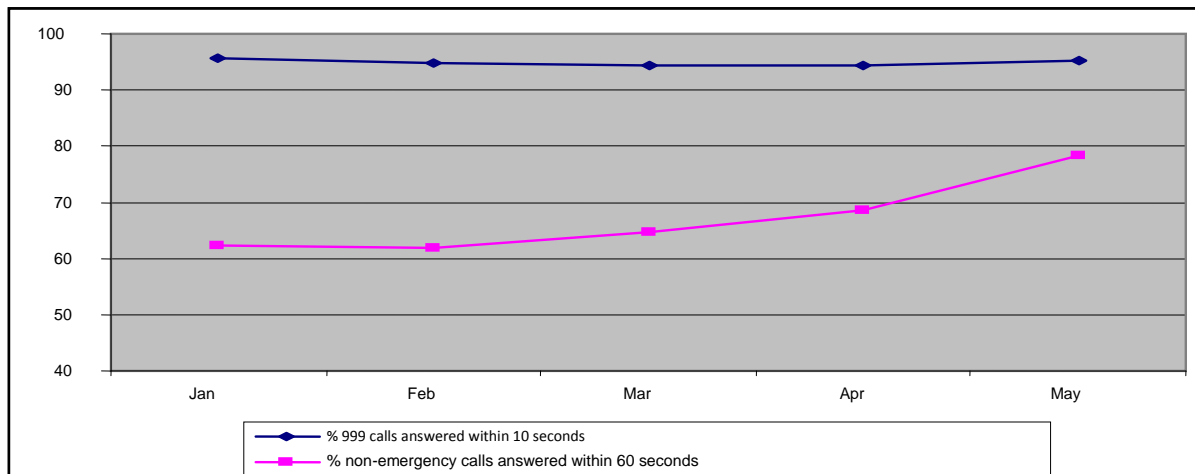
Surrey Police and Elmbridge Borough Council have been successful in obtaining a closure order against a property due to persistent nuisance and anti-social behaviour by the tenants and their friends and family. The premises are now boarded up and will remain sealed for three months.

## Legitimacy - How the Force operates fairly, ethically and within the law

### Putting Victims at the Centre of the Criminal Justice System

#### Call Handling and Deployment

The below chart shows emergency and non emergency call handling since the start of the calendar year.



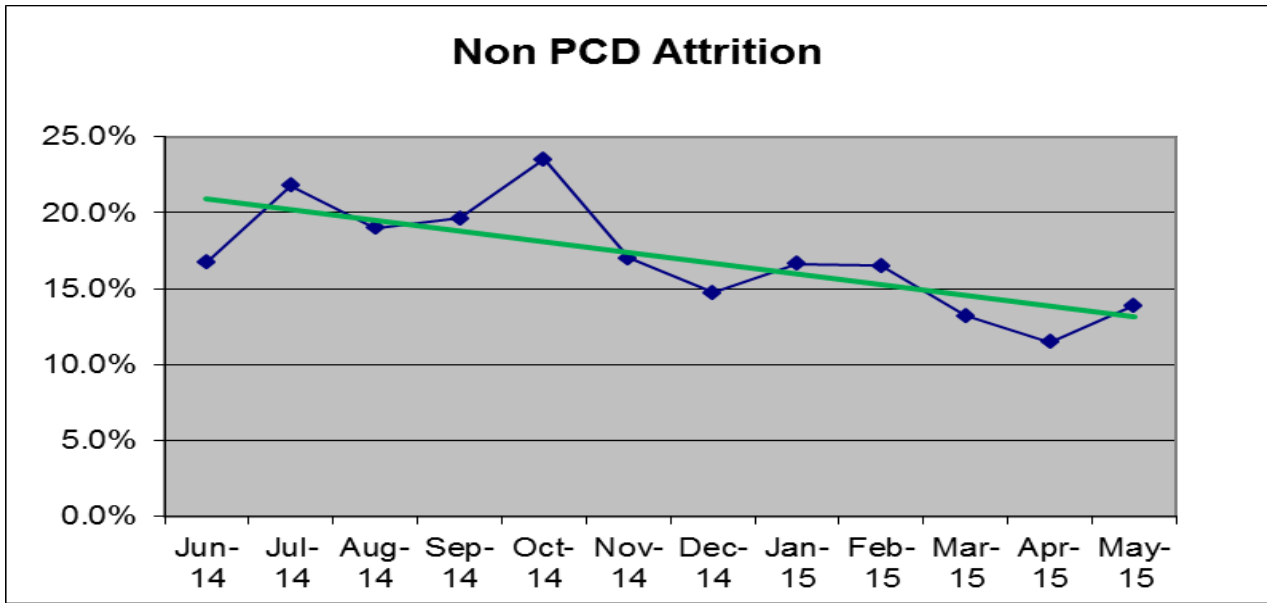
As can be seen from the above, emergency call handling performance is improving with 94.8% of 999 calls being answered within 10 seconds this financial year to date.

Performance for non-emergency calls is lower and this has been an area of focus for the Force. As previously reported a plan was put in place in autumn 2014 which included taking on 40 new staff in the contact centre and introducing a new coaching method. As a result 101 performance is now showing a substantial improvement since the beginning of the calendar year, increasing from 61.9% in February to 78.3% at the end of May. This represents a FYtD improvement of 8.1% points compared to May 2014. The Force anticipates further improvements when direct officer input is introduced later in the summer months.

#### Pre- Charge Decision (PCD) and Non-PCD Attrition Rates

As previously reported court attrition (which can be described as the percentage of cases that result in an unsuccessful outcome at court), had seen a steeply negative increase since July 2013 with Surrey, at the time of the last report, ranked 39 out of 42 constabulary areas for non-PCD attrition (police charged cases) in both magistrates and crown courts combined. However, with renewed focus and a significant amount of work having being undertaken over the past year to try and improve performance in this area, we have started to see an improving picture. The latest available data provided by the CPS for May 2015 reveals that non-PCD attrition for all courts (magistrates and crown) stands at 13.8% ranking Surrey as 27 out of 42 constabulary areas - a move up of 12 places nationally. This performance improvement has been sustained since December 2014 (see below graph) and whilst June data is not published until the last week in July the indications from CPS, from data gathered thus far, is that the performance trajectory in this area remains positive.

This uplift in performance is also reflected in Magistrates Court PCD attrition (CPS charged) which at the end of May stood at 16.8% giving Surrey a national ranking of 7 – a rise of 13 places from the previous month's performance.



**Victim Care**

The below table shows the Force’s victim satisfaction performance so far this financial year compared with year end 2014/15:

Overall crime victim satisfaction	Year End 14/15	FYtD May 15/16	%point Change
	85.7%	82.3%	-3.4%
ASB victim satisfaction	Year End 14/15	FYtD May 15/16	%point Change
	77.7%	79.9%	+2.2%

**Overall Crime Victim Satisfaction**

The most recent national data (12 months to March 2015) shows that Surrey has increased from 17th to 16th position. In relation to crime types, violent crime satisfaction increased notably from 14th to 8th position and vehicle crime satisfaction increased from 21st to 18th position whilst burglary remained in 26th position.

For the financial year to date (two months data), overall crime satisfaction performance (burglary, vehicle crime and violent crime weighted data) is at 82.3%, which is 3.4% points lower than year end. Overall Satisfaction for April and May remained consistent at 82.8% and 82.6% respectively. However satisfaction is lower than previous months, this FYTD burglary and vehicle crime satisfaction is similar to the year end results, whereas, violent crime has seen a notable decrease (due to a drop in performance in May), mainly due to decreases in satisfaction for kept informed and actions taken.

Due a change in home office guidance for 2015/16 the force is now surveying all hate crimes, rather than just racist incidents. Satisfaction this month was 82.4%; this will be a benchmarking year for future surveys.

**ASB Victim Satisfaction**

Overall satisfaction for anti-social behaviour increased notably this month (+3.1% points), reaching the highest level seen since December 2013. The FYTD result for the first two months of 2015/16 is

+2.2% points higher than the previous year end, and is also higher than the same FYTD period last year (+1.3% points). This increase can be attributed to an overall increase in satisfaction this month for all incident types (vehicle nuisance +4.7% points; nuisance neighbours +3.5% points; rowdy/inconsiderate behaviour +2.5% points) and ease of contact, time taken to attend and treatment are all showing significant improvements compared to last year.

A new 2015/16 victim care action plan has been drafted and approved, progress against the plan will be monitored through the Legitimacy Board.

#### **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, Mole Valley, Runnymede, Reigate and Banstead, Spelthorne and Woking, including three Facebook panels. Issues raised included speeding motorists and anti-social driving (particularly in the vicinity of schools), cycle storage at train stations, trailers parked in lay-bys, anti-social behaviour, summertime drinking and child sexual exploitation. There were also many smaller scale engagement events across the county such as a cycle marking event in Epsom and Ewell, a saddle-marking event in Mole Valley and a PCSO organised a trade and business crime prevention event in Waverley. 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 also supported the PCC's summit held in Elmbridge.

#### **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 of 68 officers over a 12-month rolling period. The main leaving reason continues to be to transfer to another police force with a third of all leavers using this reason. Another high leaving reason is resigned – alternative employment which 23.5% of unplanned officer leavers have used, however some transferees may have used this reason instead of the transfer to other force. The high unplanned attrition rate is monitored at the Efficiency 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 279 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 6.2%, whilst the rate for police staff has decreased to 20.3%. This is due to the overall headcount for police officers decreasing whilst the number of leavers has remained fairly consistent at 117 leavers, and the total number of police staff leavers decreasing from 396 to 384. This means that Surrey remains in the fourth quartile nationally.

### **Dedicated Information line for emergency services staff**

Mental health charity MIND has launched a dedicated Information line for emergency services staff, volunteers and their families. It offers confidential, independent and practical support and advice on mental health and wellbeing to help keep staff well for work. The line is open Monday to Friday, 9am to 6pm. The line was launched because independent research shows that an estimated quarter of a million people who work and volunteer in the emergency services are more at risk of experiencing a mental health problem than the general population.

### **Staff Survey**

Wave 18 of the Staff Survey ran from 20<sup>th</sup> April to 11<sup>th</sup> May. In total 2246 responses were returned, providing a response rate of 58%, which is a large increase on the response rate last wave (44%). The overall health score at 3.55 is higher than for the previous two waves, though there is a disparity between staff and officers' health scores, with staff recording higher results when compared to officers (+0.09) although the health score for officers has increased notably from wave 17. Other highlights include an increase in the number of respondents agreeing unacceptable behaviour would be dealt with effectively this wave than last (+2.8% points) and those agreeing they have the physical equipment to do their job (+5.15 points), though again results differ between officers and staff.

## **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:

<b>Hearing or Meeting</b>	<b>Allegation</b>	<b>Outcome</b>
Hearing	A member of staff accessed police systems for a non-policing purpose.	Written Warning
Hearing	An officer was convicted of a motoring offence.	Final written warning
Meeting	An officer has shown explicit photos of a colleague to other officers.	Final written warning

There were 553 complaints recorded during FY14/15, this is a decrease of 21.78% (154 complaints) recorded in FY13/14. The number of allegations also fell from 1707 in 2013/14 to 1514 in 2014/15; this is a decrease of 11.3%. Given the size of the decrease in complaints we would have expected the number of allegations to have fallen more than it did, and work is in hand to establish why the number of allegations remains so high (especially compared with other forces).

The highest categories of allegation still remain as 'Other Neglect' and 'Incivility', which is in line with the national picture. The number of allegations in the 'Other Neglect' category fell by 13.79% (from 580 to 500) compared to the previous year, but 'Incivility' has actually risen slightly this year by 2.35% (from 187 to 208). Whilst this is not thought to be significant, the Force is keeping a watching brief on this change.

### **Letters of Thanks**

Between 6th May and 23rd June 2015 the office of the Chief Constable has received 42 letters and e-mails of appreciation. Vulnerability featured heavily within the good work. Four letters were relating to actions taken to locate missing people and four from survivors of domestic abuse and harassment. One was for the prompt recognition of and response to a potential incident of

honour based violence with additional forced marriage concerns. Police attendance at unexpected deaths generated contact from three members of the public. Officers and staff were thanked for their response to the death of a serving staff member. The parents of a serving officer, injured on duty, passed on their thanks for the care and support shown by the force.

Roads related, five letters referred to assistance provided following a collision, three for helping ensure the safety of the public at breakdowns and two for appreciation of Bikesafe and other road safety input. Actions taken to deal with anti-social behaviour generated one letter, as did locating and repatriating stolen property and the investigation of a separate theft offence. Officers were praised for their thorough but expeditious investigation into unearthened bones, engagement with a young boy whilst on patrol and also received an apology from a male who had 'wasted our time'.

At a national level, an officer received recognition for his contribution to a wildlife crime campaign and the Close Protection Team were also thanked for their organisation and resourcing of Ministerial visits during the General Election campaign.

### **Surrey Dog wins top awards at National Police Dog**

The Surrey and Sussex Dog Section retained the winner's trophy at the 2015 National Police Dog Trials after success for the second year running. Surrey's dog handler PC Graham Lightfoot together with Police Dog Chester won the overall competition. Two other Surrey officers and their dogs also achieved impressive results with PC Rob Male and PD Apollo coming 6<sup>th</sup> and PC Paul Barnham and PD Ethel placing 8<sup>th</sup>. PC Male also won the Phase 2 trophy for the fourth time in five appearances at the National Dog trials. The dogs and their handlers competed in a number of tests which included demonstrating skills used in operational dog handling, use of force, safety, obedience and agility.