

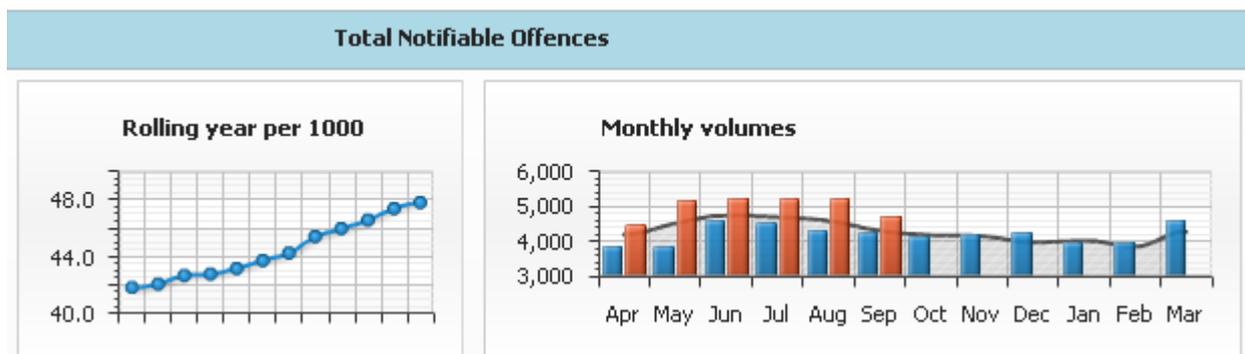
SURREY POLICE - PAPER FOR POLICE AND CRIME COMMISSIONER'S (PCC) MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

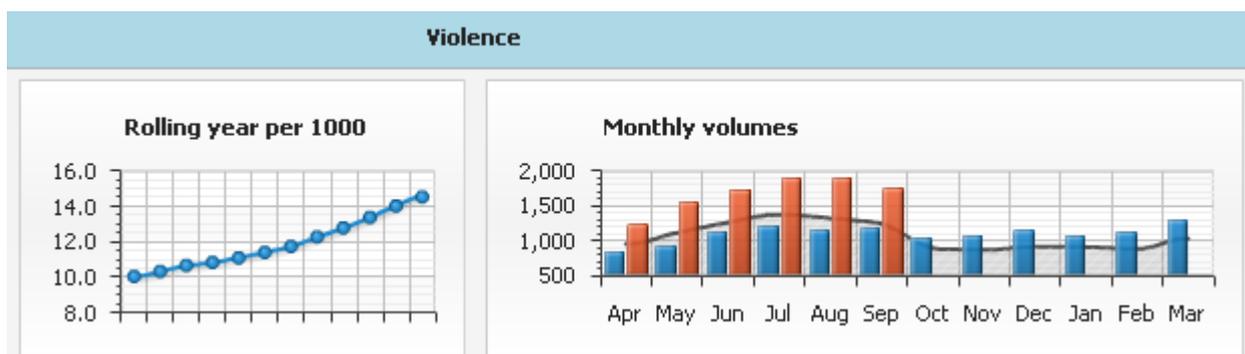
Effectiveness - What work the Force is doing to keep people safe and reduce crime

1) Take a Zero Tolerance Policing Approach

Crime Reduction



This financial year has seen a month on month increase in recorded crime. 29,938 offences have been recorded across the Force compared to 25,247 in the same period last year (an increase of 18.6%). The main contributors to this increase in recorded offences continue to be Violent and Domestic Abuse crimes, a trend that is mirrored nationally and is in part due to the introduction of two new offences (detailed below).



The rolling year trend is one of increased volumes of violent crime (with and without injury) across all three divisions. 9,997 offences have been recorded across the Force compared to 6,404 in the same period last year. The addition of two new criminal offences ('Disclose private sexual photographs and films with intent to cause distress' and 'Sending letters etc. with intent to cause distress or anxiety') has increased violent crime reporting, many of which are 'one-offs' using social media and similar. The Force actively promotes preventative advice for these social media based crimes to support victims. The increase in violent crimes is amplified by the force's improved recording practices, to ensure the force complies with Home Office counting rules.

Violence remains a priority for the Force in particular domestic abuse (DA) and on a positive note we are experiencing a considerable increase in reports of DA violence reflecting the improving trust and confidence victims have to come forward.

National Position

Surrey's national position for Violence with Injury is 5th out of the 43 forces at 4.91 crimes per thousand population, this is a reduction of 3 places compared to this time last year. Surrey is also 3rd within its most similar forces (MSF); Thames Valley, Cambridgeshire and Dorset. The national position for Violence without Injury is currently 22nd, which is a reduction of 8 places nationally.

Domestic Abuse

Domestic abuse-related offences have increased by 37.8% (892 crimes) compared with the same period last year. Surrey Police is working hard to increase public confidence, which encourages victims of domestic abuse to report the incident and receive help. Surrey Police ran a Domestic Abuse Awareness Week with the theme being Love Shouldn't Hurt. The force worked in partnership with Surrey Against Domestic Abuse to raise awareness of warning signs and signpost victims to where they can get advice and help.

Child Sexual Exploitation (CSE)

Child Sexual Abuse has now been given the status of a national threat in the Strategic Policing Requirement so that this is prioritised by every police force and CSE remains a priority for the Force. We continue to highlight the importance of identifying this crime type and "getting it right" for victims as well as pursuing perpetrators, with various initiatives, including:

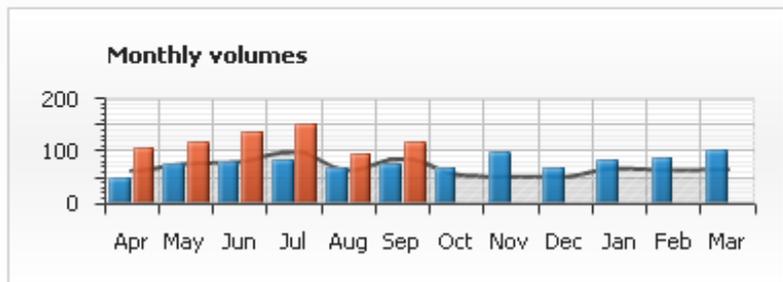
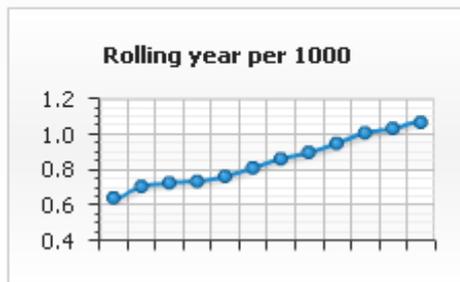
- CSE Guidance booklets (funded by PCC) have been purchased for all operational officers and specialist teams.
- "Child Sexual Exploitation is a Crime" stickers for taxis to enable taxi drivers to know what the warning signs are to be sent out with literature on CSE/Safeguarding.
- A CSE Awareness Day is being held on the 30th November. Various agencies have agreed to run market stalls at the event.
- Funding has been approved (by the PCC) for various new roles in relation to CSE and the recruitment process for these roles is about to begin;
 - Two new CSE WISE (What is Sexual Exploitation) Workers who will be able to offer bespoke one to one support for children/young people under 25 at risk of CSE in Surrey.
 - Police CSE Co-ordinator who will be the main point of contact for all referrals on CSE and will be establishing a network of contacts with partner agencies to establish intelligence and info sharing.
 - CSE Partnership Manager who will be responsible for co-ordinating our partnership response to CSE. They will work directly to the CSE Strategy Group and ensure actions are completed.
- CSE/Missing teams have been created on each division, with a Sergeant and two members of staff looking at missing persons and those children/young people at risk of CSE.
- Dr Graham Hill has part delivered a bespoke CSE training package concentrating on perpetrators and offending models of CSE for all TPT and specialist teams.
- The Surrey Safeguarding Children's Board regularly runs CSE training programmes, level 1, 2 and 3, covering CSE, Online safety and Prevent/Radicalisation, these courses are open to anyone working with young people.
- A multi-agency CSE screening tool has been developed by partners and sent to all agencies with guidance on how to complete it, which will help practitioners identify those at risk of CSE.
- Op Sherbourne is working alongside the Policing in Your Neighbourhood project team to ensure Public Protection teams are adequately resourced.
- A weekly meeting is held in the Multi Agency Safeguarding Hub to ensure all new cases of CSE are quickly identified and actioned by all agencies.

The reported CSE occurrences and subsequent crime figures (see below) show a significant rise since January this year indicating that all of this activity and awareness raising is achieving positive results.

CSE Reporting Levels - 2015

Month 2015	Total Occurrences	Crimes
January	141	43
February	153	41
March	210	65
April	167	44
May	180	53
June	276	88
July	274	55
August	187	62
September	252	110

Serious sexual

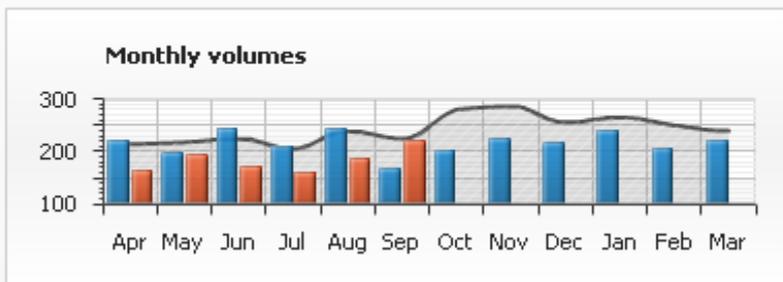
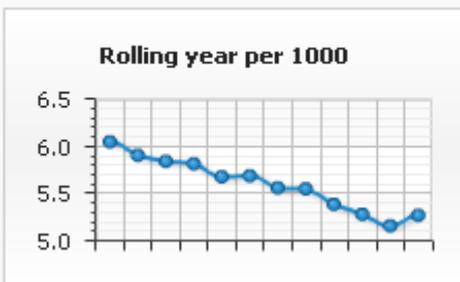


Following improvements in recording of sexual offences and a number of campaigns to increase reporting, the Force has experienced a significant uplift in the volume of offences. There have been 852 crimes reported this year compared to 502 crimes for the same period last year (an increase of 69.7%). Out of the 852 offences this year, 297 are non-recent, historic offences (34.9%). The increase in sexual offences is thought to be due to growing confidence amongst victims that police will treat their complaints seriously as well as a more victim-focused and ethical crime recording processes that means more sexual offences are being recorded appropriately and sooner.

National Position ▼

The national position for Serious Sexual offences is 4th out of 43 forces at only 1.06 crimes per thousand population, however this is a reduction of 3 places nationally compared to last year. Surrey has remained top of its MSF group.

Domestic burglary



The trend so far for the financial year to date has tended to be one of decline with 1,093 offences recorded across the Force, compared to 1,283 in the same period last year (a reduction of 14.8%). The month of September however, saw a reversal of this with a 31% increase in recorded crimes compared to September 2014. Burglary is a priority for the Force and activity has been driven through the Crime Performance Board as well as locally on division and plans are in place to combat the uplift in burglary offences traditionally seen at this time of year through the launch of Operation Candlelight (26th October – 15th November).

National Position

The national position for Domestic Burglary is currently 16th, an improvement of 4 places compared to last year. Surrey remains 3rd within its MSF.

Positive Outcomes



For violence with injury, the total number of positive outcomes has risen by 180 (1,037 this year compared to 857 last year), but the significant rise in recorded violent crime has outstripped this increase, resulting in a 32.9% positive outcome rate this year compared to 34.6% in the same period last year. For violence without injury, the same picture emerges – an increase of 350 positive outcomes (1754 this year compared to 1404 last year) but overshadowed by the larger increase in recorded crime. Violent crime positive outcomes continue to be an area of focus for the Force and there are several strategies in place in order to improve the current position.

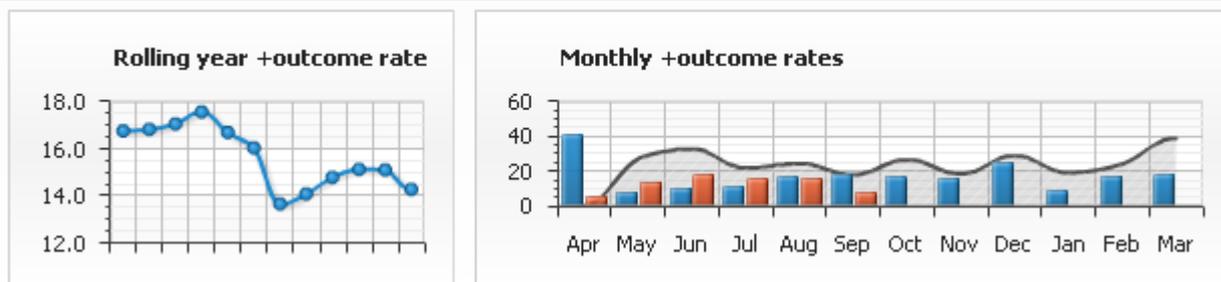
National Position

The national position for Violence with Injury is 36th, which is an increase of 6 places from this time last year. The national position for Violence without Injury is currently 33rd out of the 43 forces (up 2 places compared to last year).

Examples of good work

- Luke Wilson, 25, from Leatherhead, who had previously pleaded guilty to two counts of robbery, was jailed for four-and-a-half years for the robbery of prescription drugs from pharmacies in Ashted and Oxshott using an imitation firearm.
- A 26-year-old man from Guildford and a 24-year-old man from Chertsey have been arrested and bailed on suspicion of robbery. The unprovoked attack happened in Guildford Park Road when the victim, a man in his 20s, was approached by three men outside the back entrance to Guildford railway station. The three men threatened the victim and told him to hand over any items of value before assaulting him causing head injuries and a suspected broken finger.
- A man from Godalming has been charged with grievous bodily harm, burglary and assaulting a police officer following an incident in Peperharow Road. Police were called after a man in his 60s suffered suspected stab wounds. Paul Lennon, 52, of Peperharow Road, was subsequently charged when he appeared at Guildford Magistrates' Court. He was remanded in custody to appear at Guildford Crown Court on November 5th.

Serious sexual



Positive outcome rate for serious sexual offences remains an area of focus and concern for the Force. A 13.2% positive outcome rate (103 positive outcomes) has been recorded across the Force for this financial year to date. There has been a steady improvement in performance and whilst the number of positive outcomes has increased year on year, this shows that the reduction in positive outcome rate is as a result of increasing crime levels. Surrey has notably improved in this area, which is reflected in the national position highlighted below. Serious sexual offences were an area raised and discussed at September's Crime Performance Board.

National Position

The latest national position for serious sexual offences positive outcomes is 38th out of 43 forces for the 12 months to September 2015; this is an improvement of 4 places compared to last year.

Rape

Despite the increasing crime levels as mentioned above, the Force continues to see improved outcome rates for the offence of rape. The FYtD positive outcome rate is 12.8% (up to 18th October 2015) compared to 9.5% for the same period last year.

National Position

The latest national position for rape is 33rd out of 43 forces; this is an improvement of 10 places compared to September 2014.

Public Protection Developments

As previously reported to the PCC, following analysis undertaken by the force and feedback from HMIC Surrey Police has initiated a Public Protection Improvement Plan under Operation Sherborne. A dedicated Detective Chief Superintendent leads the improvement plan programme and chairs the Public Protection Delivery Board. The Public Protection Improvement Plan is broken down into 5 key elements of delivery;

- Capacity
- Capability
- Leadership
- Governance
- Partnership

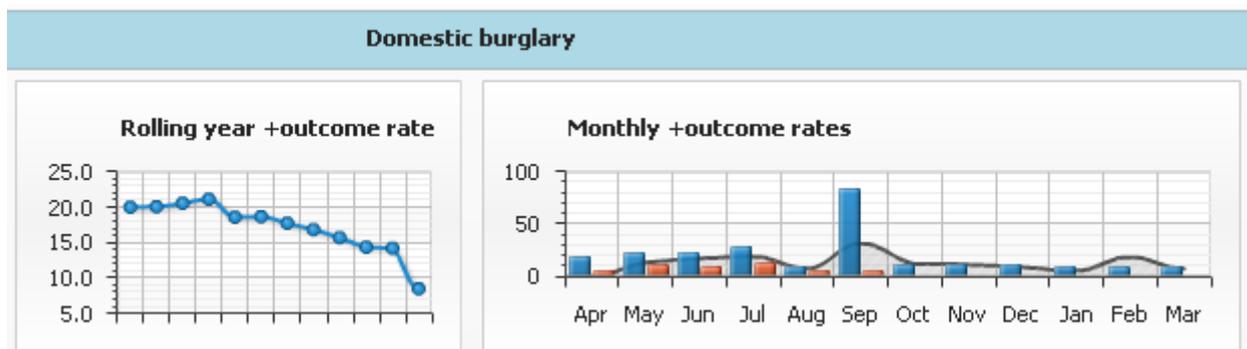
Within the plan each area details what activity the force has completed, what activity the force will do, key activities/milestones and what success looks like.

The following are some examples of the work already undertaken by the force to progress the action plan:-

- All live child abuse investigations have been reviewed (736 cases). Where the case audits identified investigative and safeguarding action, they were immediately actioned through Chief Superintendents to ensure rapid and positive action.
- All rape investigations that had been filed in the 12 months prior to May 2015 have been reviewed. Those cases where the review identified further viable lines of enquiry have been re-opened and enquiries recommenced, which has already yielded additional detection opportunities.
- An independent external Public Protection Standards Team has been recruited to audit our internal reviews and thereafter to undertake on-going case audits of child abuse investigations, and coaching and mentor child abuse investigators. Thus far, the team have reviewed a significant number of our internal reviews, and found them to be of a good standard.
- The PPST has also begun to audit 'live' CA investigations to ensure that lessons have been learned. A report on their initial findings is due this month.
- We have ensured that there are no vacancies or long term absences in local Safeguarding Units or Central Public Protection Investigation Units.
- A comprehensive training needs assessment for all public protection teams has been completed which is informing the development of a comprehensive annual training strategy (see later agenda item).

Examples of good work

- Damien Grove, a 46 year old man from Blackpool, was sentenced to four years and eight months for a number of offences relating to online grooming following an investigation by Surrey Police's Paedophile Online Investigation Team (POLIT). The investigation into his offending began because of suspicions raised by a victim's mothers who had seen that her son had spent the day at Thorpe Park with Grove, a man she did not know. Officers quickly attended the theme park where Grove was arrested and the truly shocking nature of his abhorrent exploitation of youngsters was subsequently uncovered.
- Christopher Manley, A child sex offender from Mytchett, has been sentenced to five-and-a-half years in prison after he contacted a girl in America and was found to have tried to get youngsters to perform sexual activities for him via a webcam. The offences he admitted were, five counts of attempting to cause or incite children in the United States to engage in sexual activity on camera, fifteen counts of making indecent images of a child and two counts of distribution of indecent images of children. Manley was also given a Sexual Harm Prevention Order (SHPO) and will remain on the sex offenders' register until further notice.



When compared to the positive outcome rate of last year, burglary performance this year has decreased. A 7.1% positive outcome rate (78 positive outcomes) has been recorded across the Force compared to 27.8% (357 positive outcomes) in the same period last year. This remains a force priority and work is being done to improve these figures across the county. Burglary was discussed at August's Crime Performance Board, including planning for the upcoming Operation Candlelight. During the three week period of this operation

officers are being encouraged to focus on three action messages to maintain a focus on burglary. These being:

- **Wanted** - Locate and arrest wanted burglars and handlers.
- **Active** - Actively target suspected burglars, gather intelligence, and use tools at your disposal.
- **Hotspots** - Proactively patrol identified hotspot areas and advise residents.

The campaign also aims to work with Surrey residents to urge them to report any suspicious activity that they see that could link to a burglary, as well as registering their belongings on Immobilise.com to improve their chances of it being returned if stolen. External communications during this period will be using #ReduceTheRisk.

National Position

The latest national position for Domestic Burglary positive outcome is 38th out of the 43 forces and Surrey is 4th within its MSF. The force has however reduced by 27 places nationally.

Examples of good work

- Lewis Taylor, of no fixed abode, was sentenced to four years and 10 weeks in prison at Guildford Crown Court. The 33-year-old used a stick through an open window and a cat flap to steal keys to a £20,000 Nissan Quashqai from a home in Ash. The following week he broke into an Ash Vale property, stole keys to a Ford Fiesta and £312 of champagne and wine from the garage after gaining entry through a downstairs window. Taylor also pleaded guilty to four counts of shoplifting, two occasions in Aldershot and two in Ash and to a charge of failing to appear before court and one count each of theft of motor vehicle and burglary.
- An arrest has been made nearly a year after an aggravated burglary in Kingswood which saw a pregnant woman assaulted and was featured on Crimewatch earlier this year. A lone intruder entered a property in Kingswood at around 5.45pm on November 12 last year and forced the female occupants, a mother and her two daughters, to remove and hand over expensive items of jewellery before assaulting them. The man was arrested at a property in Newcastle on suspicion of conspiracy to commit aggravated burglary. He has been released on police bail until Wednesday January 6th while the investigation continues.

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. The Force has commissioned an intelligence product for drugs in schools to help us understand the issue and where there may be a perceived gap in the intelligence.

Recent drugs-related work

- Seven people were released on police bail after arrests were made following a series of drugs raids in East Surrey. Officers from the East Surrey Local Proactive Team executed warrants at properties in Whitebushes, Outwood and two in Redhill. Four men and two women, all in their 20s, were arrested on suspicion of drugs offences and possession of offensive weapons. A man in his 40s was also arrested on suspicion of immigration offences. All seven people had since been released on bail until various dates in November.
- Two pre-planned drugs operations in West Surrey proved a success with 12 charged and a further 10 arrested. Operations Adio and Boar were intelligence led and followed months of planning in an attempt to disrupt the supply of Class A drugs. Officers from across the Force were supported by the South East Regional Organised Crime Unit in executing the search warrants in the Woking,

Guildford, Camberley and Haslemere areas, as well as outside of the county in London, Farnborough in Hampshire and Sandhurst in Thames Valley.

- A 52-year-old man is on bail having been arrested on suspicion of possession of cannabis with intent to supply and cultivation of cannabis. Officers who carried out a drugs raid at an address in Oyster Road, West Byfleet, discovered cannabis plants and two hydroponic tents.

Wider zero tolerance policing

Interim Anti-Social Behaviour Injunction for Runnymede Woman

Runnymede Safer Neighbourhood Team obtained an Interim Anti-Social Behaviour Injunction at Staines County Court on Natalie Ann Shutt, 29, of no fixed abode.

Shutt has been well known for causing nuisance and making residents' lives a misery in the Runnymede area and the injunction prohibits her from causing alarm, harassment or distress to any person in Surrey; asking, demanding or begging for money from any member of the public and forbidding her from approaching or contacting either directly or indirectly named individuals.

Neighbourhood Commander, Inspector Ian St John, reported that this was the first time that Surrey Police had used this new power under the Crime and Policing Anti-Social Behaviour Act 2014.

Serial Offender banned from Spelthorne for 3 years

Twenty-five year-old Mario Patrick Chambers was given a Criminal Behaviour Order (CBO) banning him from the borough, as well as acting in a threatening or aggressive manner, or inciting others to act in a threatening manner, or cause alarm or distress towards any person within Surrey.

Chambers was responsible for a series of offences, including assault, theft, criminal damage, burglary, robbery and drugs and public order offences. His drug dealing activity led to a crack house closure in Cadbury Road, Sunbury last August.

Closure Order issued in Stoughton

Guildford Safer Neighbourhood Team obtained a Closure Order on two linked properties in Stoughton where anti-social behaviour, violence and drug use/dealing was a real issue for local residents, placing them at risk.

Police worked with the council to develop cases resulting in the closure of the two premises, both of which have resulted in the council tenant returning keys to the houses and in one case has resulted in a short prison sentence. The feedback from local residents is that this has significantly improved their way of life.

Efficiency - How the Force provides value for money.

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 Sept 2015	FYtD Sept 2014	Change	FYtD %age Change
Resource Availability	88.2%	89.2%	-1.0%	-1.1%

Overall the Force is slightly below the 90% target for availability, and is lower than this time last year. The area with the largest increase in figures is for "Other Leave", which consists of leave types that include Compassionate Leave, Medical Appointments, Study Leave, etc.

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)	2.8%

Sickness continues to be low risk; however officer sickness has risen marginally since last year, while staff sickness has returned to the same level after a period of increased sickness. Officer sickness is now at 8.0 days per person and staff sickness at 7.3 days.

Proceeds of Crime Act (POCA) performance summary FYtD September 2015

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

POCA scorecard	FYtD 2015/16	EOY 2015/16 Target
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£482,210.37	£1,000,000
Volume of confiscation orders	27	50
Value of confiscation orders	£392,564.38	n/a
Value of compensation paid from above confiscation orders	£79,972.99	n/a
Number of restraint orders	5	n/a
Number of cash seizures	25	70
Volume of cash forfeitures	21	n/a
Value of cash forfeitures	£89,645.99	n/a

Highlights include:

- Fraud investigator Sue Brothers undertook protracted enquiries in relation to the defrauding of an elderly person to a value £67,190. After a lengthy and difficult trial the offender was found guilty of the offences on the indictment. There were three or more offences on the indictment to a value of over £5,000. This allowed the financial investigation unit to look back at the offenders finances for the last 6 years. His convictions were numerous and went back several decades. After a contested hearing at Guildford Crown Court the judge found that he had benefited from his criminal activity over the last 6 years by a total of £387,328 and that he had assets to the value of £275,335. He was

given six months to sell his house and pay the £275,335 to reimburse his victims. His assets have been restrained so he cannot dispose of them without the involvement of the authorities.

- Jamie Warder was ordered to pay a confiscation order of £40,146.21 after being convicted of dealing cocaine in Guildford, for which he is currently serving a 5 year prison sentence. Warder owned 2 flats in Guildford despite having no source of legitimate income, and is now having to sell these to pay his confiscation order.
- Callum Lawson was convicted of being concerned in the supply of cannabis in Tadworth, and was found to have received a criminal benefit of £12,611 from his drug dealing. A confiscation order was made against Lawson in this sum after it was found the 18 year-old possessed assets consisting of a Mercedes-Benz car, money in a bank account and £3,670 cash found on him at the time of his arrest.

Examples of good partnership and visible policing

Elmbridge

The Elmbridge Safer Neighbourhood Team (SNT) worked closely together with partners such as environmental health, Paragon housing, mental health team and the RSPCA, to deal with a resident of the St Johns Estate. Perry Sherlock, had come to notice over a period of 3-4 months for causing anti-social behaviour and making persistent abusive calls to the contact centre via 999 and 101. The team took such detailed statements that the requirement for residents to personally attend court was unnecessary. They successfully obtained a Criminal Behaviour Order (CBO) on Sherlock meaning that he could not have any visitors under the age of 18, call 999 unless he was reporting a genuine emergency or behaving in a manner or inciting others to behave in a manner which was likely to cause alarm, harassment or distress to any person in the Borough of Elmbridge. Within days of the CBO being granted it had been breached on more than one occasion and issues continued. The team swiftly arrested Sherlock for the breach of CBO and placed him before court the following morning where he received a custodial sentence.

Community feedback for the actions taken have included one resident telling the team that their young daughter can now play in the garden and no longer has nightmares about the man next door. Other residents have commented on how quiet things are and they can also enjoy their gardens as they were meant to be without being abused or subjected to anti-social behaviour.

Waverley

Following on from numerous reports of anti-social behaviour (ASB) in Broadwater Park, Nursery Road and Summers Road Farncombe, Waverley SNT devised a 'parks patrol plan', which involved allocating officers to patrol in and around 'hotspot' parks and recreation grounds in Waverley every day for three months (from July to September).

Broadwater Park was the main focus, as this had received the highest number of reports of ASB, which included youths shouting, playing loud music, littering, smoking, drinking alcohol and anti-social driving in the car park on Nursery Road. Whilst on patrol, officers engaged with any youths/persons present and gave strong words of advice regarding any ASB they were causing. They also engaged with parents, and removed alcohol from underage persons. Officers also liaised with the Cricket Club (who were subject to ASB and damage) as well as dog walkers, mums with prams, joggers etc, to inform them of the patrols and get their feedback. The team reported that everyone expressed how pleased they were to see an increased police presence and how the ASB was reducing.

Police and the parks department at the council were in regular contact during these patrols, informing one another of any new reports of any problems. Environmental Health were in contact with local residents via diary sheets that they were asked to complete.

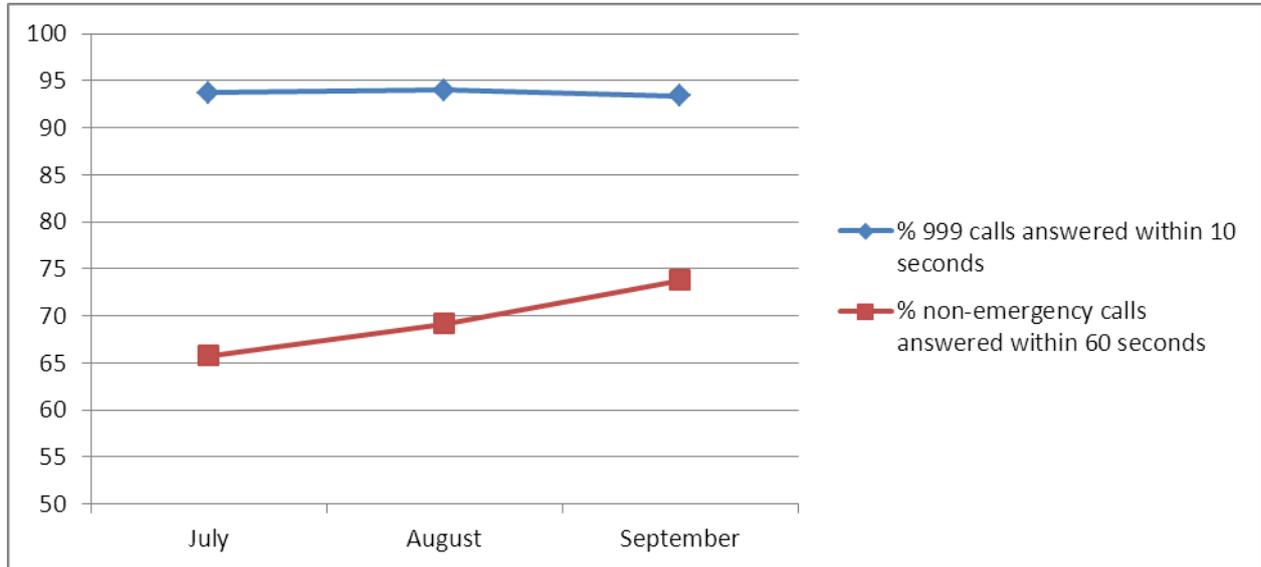
The teams intention was not to stop the youths from using the parks but to educate them on the impact that their anti-social behaviour was having on the community. This engagement had a positive result, and combined with efforts from the council, the ASB was greatly reduced.

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

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

Call Handling and Deployment

The below chart shows emergency and non-emergency call handling in the period July to September 2015.



Emergency call handling remains consistently above 90% (calls answered within 10 seconds) with an average for the quarter of 93.7%, an improvement on last year's FYtD figure of 91.8%.

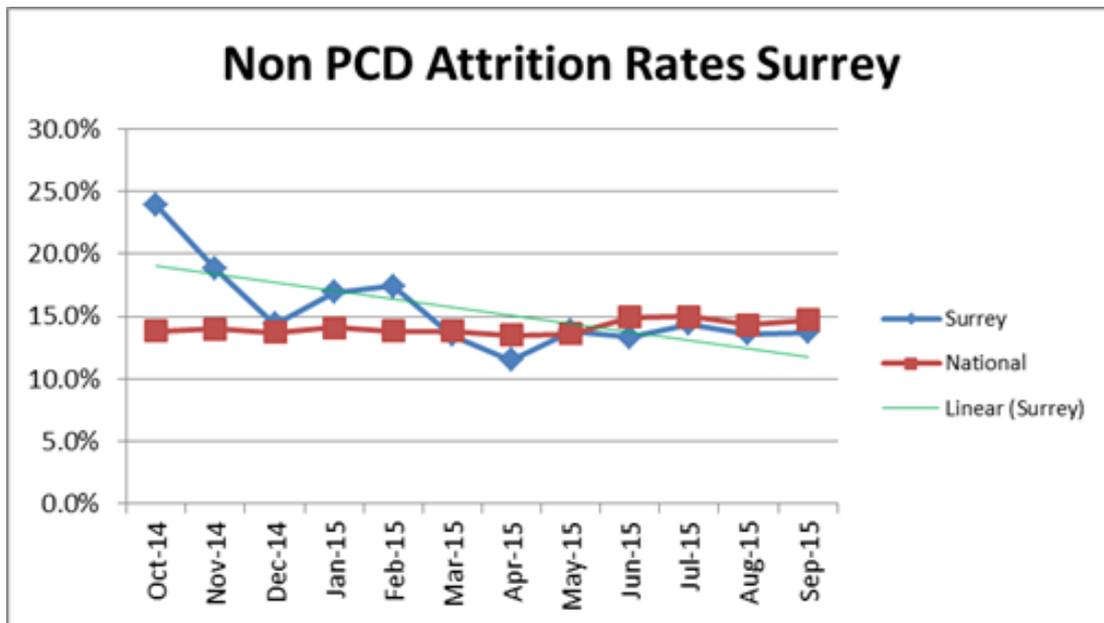
Non-emergency call handling performance sees a continued upward trend with an average of 73.4% (calls answered within 60 seconds), a marked improvement on last year's FYtD figure of 63.7%, indicating that the recent recruitment drive and new coaching methods continue to produce improved performance.

Court attrition rate

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 bottom of the national rankings 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 been undertaken over the past year and a half to try and improve performance in this area, we have seen an improving picture.

National Position

The latest available data provided by the CPS for Sept 2015 reveals that non-PCD attrition for all courts (magistrates and crown combined) stands at 13.7% ranking Surrey as 24 out of 42 police areas - a positive move up of another place nationally since the last report. Year to date performance for Surrey stands at 13.4% which is better than the national year to date figure of 14.4%.



Victim Care

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

	Year End 14/15	FYtD 15/16	%point Change
Overall crime victim satisfaction	85.7%	81.2%*	-4.5%
	Year End 14/15	FYtD 15/16	%point Change
ASB victim satisfaction	77.7%	79.7%*	+2.0%

*Aggregate of 3 crime groups (Burglary, Violent and Vehicle); weighted data

Overall Crime Victim Satisfaction

For the financial year to date, overall crime victim satisfaction performance is at 81.2%, which is 4.5% points lower than year end. Overall Satisfaction for September (July incidents) was 83.1% which is the highest recorded satisfaction rate for this year to date.

Overall satisfaction increased for each of the crime types and for three of the five satisfaction indicators (ease of contact, time taken and treatment). However, satisfaction with actions taken and kept informed has remained low at 76.7% and 67.4% respectively. Funding for the Victim Care Intervention Team decreased in April 2015, reducing force’s ability to conduct proactive service interventions with victims of crime. The interventions were often in relation to victims not knowing what actions police had taken to date due to limited victim contact. The need for improvement in these areas will be reinforced by communications for the “Be: Programme” (Surrey initiative to improve cultural issues and business processes) and the forthcoming national changes to the Victims’ Code (16th November 2015).

Due a change in Home Office guidance for 2015/16, the force is now surveying all hate crime rather than just racist incidents. In September 2015 satisfaction was 88.9% and FYTD the majority of victims interviewed have been satisfied with the overall service (83.9%)

ASB Victim Satisfaction

Overall satisfaction for anti-social behaviour was 79.4% in September 2015. The FYTD result is 2.0% points higher than the previous year end and 2.1% points higher than the same FYTD period last year.

In relation to specific indicators, ease of contact, time taken to attend and treatment are all showing significant improvements compared to last year and actions taken has remained at a similar level. Improvement is required for kept informed as this has declined from 62.8% at year-end 2014/15 to 57.8% in September 2015. The need to keep victims informed was reinforced during ASB week in September through an Offbeat article and other activities.

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 Guildford, Waverley, Runnymede, Mole Valley, Tandridge, Epsom & Ewell and Reigate and Banstead. Issues raised included anti-social driving, parking, nuisance neighbours, anti-social behaviour and local crime. There have also been online Facebook panels for all boroughs as part of ASB week.

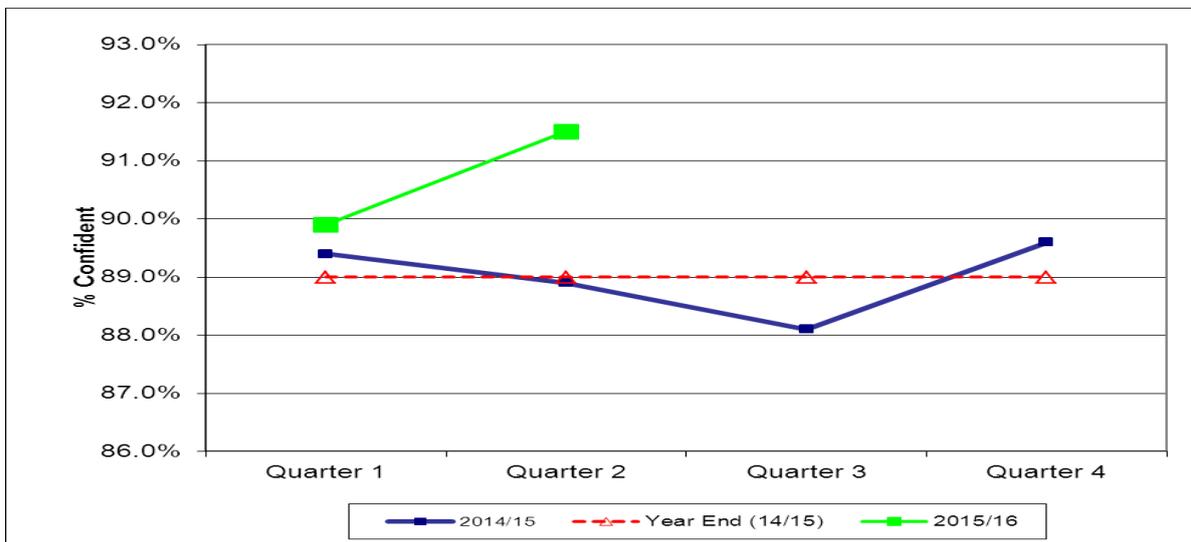
In addition to the LPBs, Surrey Police supported the PCC’s summit in Spelthorne on 22nd September and has supported further summits in Epsom and Ewell on 12th October and Reigate and Banstead on 22nd October.

Having recognised that it is not possible for the Force to be represented at all community and/or public meetings, the ACC for Local Policing has drawn up a protocol in relation to police attendance at such events.

Public confidence in their neighbourhood police FORCE LEVEL Very / Fairly Confident (%)

Year End 14/15	Quarter 2 15/16
89.0%	91.5%
(6410)	(1623)

Public confidence in their neighbourhood police FORCE LEVEL compared with previous quarterly and year-end figures.



The above chart indicates that public confidence in their neighbourhood police at Force level remains high. There has been an increase in confidence since the last financial year from 89.0% stating very/fairly confident to 91.5% for Q2 in 2015/16 continuing the upward trend from Q1. The neighbourhood teams continue to provide visible street policing and put the victim at the centre of the Criminal Justice System. As has been highlighted above, working closely with partners alongside robust use of existing and new powers is achieving positive outcomes for the Neighbourhood teams.

The same can be seen with public confidence in their neighbourhood police at a borough level. Throughout the last financial year, all boroughs averaged between 86.4% and 91.0% confidence level. The figures for this financial year to date show an increased confidence rate with 8 out of the 11 boroughs achieving a score of over 90%.

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 77 officers over a 12-month rolling period. The main leaving reason continues to be to transfer to another police force with just under a third (31.2%) using this reason. Another high leaving reason is resigned – alternative employment which 28.6% 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 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 260 members of staff over a 12-month rolling period. The most common leaving reason is still alternative employment, which accounts for 55.9% 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 is 6.6%, whilst the rate for police staff has decreased to 18.1%.

Police Pay and Conditions

The Force faces particular challenges in relation to recruitment and retention due to a number of external factors, most notably the Metropolitan Police's recruitment and cost of living in Surrey. The PCC will be aware of the recent decisions he has made regarding the retention and recruitment policy, which has been discussed at previous meetings. The Force is currently implementing these changes, and is putting particular emphasis on recruiting experienced safeguarding staff in to relevant units.

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

Complaints and Discipline

From the 1st August to the 30th September there were no discipline hearings or meetings.

In comparing Q2 from this year and last year the force recorded slightly more complaint cases (150 in 2014/15 and 152 in 2015/16) but significantly less allegations. In Q2 2014/15 the force recorded 441 total allegations compared with on 289 for the same period this year; a significant decrease of 34.4%. This reflects the fact that the Force is attempting to resolve issues in a more timely way, thereby reducing the chance of subsequent allegations being added due to slow investigation timescales.

'Other Neglect' and 'Incivility' are once again our highest allegation categories but there is a significant decrease here as well. In Q2 2014/15 we recorded 162 and 59 allegations respectively for 'Other Neglect' and 'Incivility' which has decreased to only 96 and 40 in Q2 2015/16, decreases of 40.7% and 32.2%.

There are currently 7 officers and 7 members of staff that are restricted due to on-going investigations which may lead to misconduct proceedings; this includes 9 for Op Ovid plus 5 more for separate incidents.

Letters of Thanks

Between the 1st August and 30th September the office of the Chief Constable has received 30 letters of thanks.

From a motoring perspective, 4 came from drivers involved in collisions and 3 from those who had been helped having broken down, most frequently on the M25. A victim of vehicle theft praised the attending officers' efforts to search for his car. A driver suspected of a traffic offence thanked those who assisted him when filling in the forms. A police motorcyclist on duty at Ride London-Surrey impressed spectators with their style of policing and engagement.

Four victims of burglary thanked the force for the response, investigation and care they received. One had resulted in the conviction at court of the offender. During another, valuable equipment had been recovered and the suspect charged to appear at court. Prompt removal of a traveller incursion and the protection of an injured dog also pleased members of the community. An arrested suspect wrote in after the conclusion of the investigation thanking those involved for the professional manner in which he was dealt with.

Reflecting upon the levels of demand for service from the force, policing of areas of vulnerability gained a large amount of recognition. The family of a domestic murder victim thanked the investigation team and SIO for the manner in which they were supported. Two investigations into non-recent sexual abuse were concluded at court, providing great relief and drawing a line for the survivors. A detective was thanked by the Chief Constable of South Wales Police for her contribution to a national child sexual exploitation operation. The successful search for three [separate] missing vulnerable adults gained thanks from relieved family members.

Jenny Eastabrook, Deputy Director of the Police Remuneration Review Body, on behalf of David Lebrecht and Brian Bell, wrote to thank Surrey Police for hosting their visit on Monday 5th October and for enabling them to meet groups of officers and staff association representatives. They were very grateful to all those who attended but particularly wanted to convey their thanks to the Strategic Planning Team for all they did to make the day run successfully.