

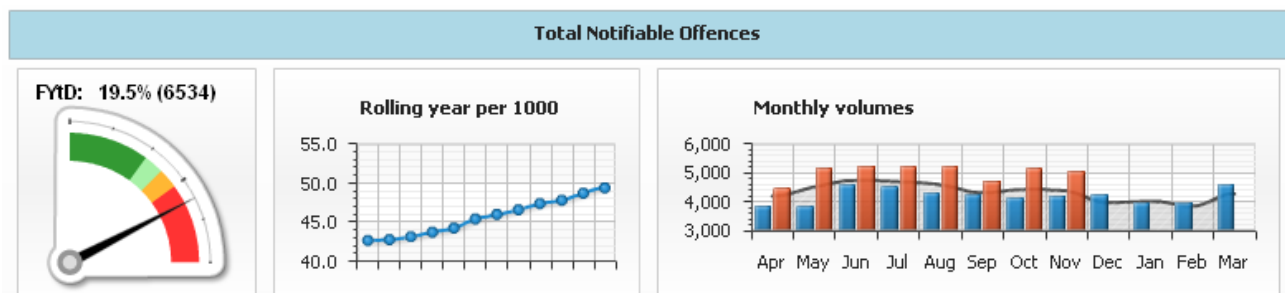
SURREY POLICE - PAPER FOR POLICE AND CRIME COMMISSIONER'S (PCC) MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

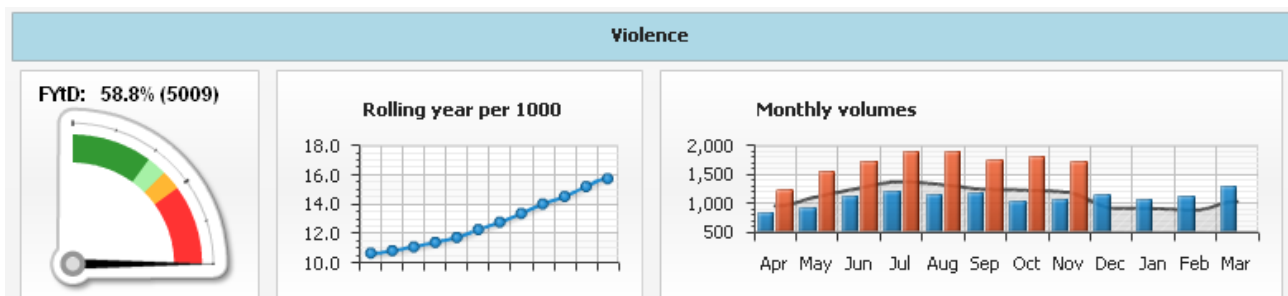
Effectiveness - What work the Force is doing to keep people safe and reduce crime

1) Take a Zero Tolerance Policing Approach

Crime Reduction



This financial year has seen a month on month increase in recorded crime. 40,101 offences have been recorded across the Force compared to 33,567 in the same period last year (an increase of 19.5%). The main contributors to this increase in recorded offences continue to be Violent and Domestic Abuse crimes, a trend that is mirrored nationally.



The rolling year trend is one of increased volumes of violent crime (with and without injury) across all three divisions. 13,523 offences have been recorded across the Force compared to 8514 in the same period last year. The increased number of reports is attributable to the Force focus on Home Office Counting Rules (HOCRs) compliance and secondary reporting review. It is worthy of note that Violence With Injury is a crime recording threshold that is not in parallel with Crown Prosecution Service charging standards and a Violence With Injury offence is classified when the assault leaves some form of injury, as minor as a bruise or scratch. Violence Without Injury includes a very wide range of offences including some communications offences and minor harassments etc.

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 4.99 crimes per thousand population, this is a reduction of 3 places compared to October 2014. Surrey is also 3rd within its most similar forces (MSF); Thames Valley, Cambridgeshire and Dorset. The national position for Violence without Injury is currently 23rd, which is a reduction of 9 places nationally.

Domestic Abuse

Surrey Police has seen increases in reporting of Domestic Abuse (DA) cases of around 34% compared to this time last year. A lot of work has been completed by the force in relation to raising awareness with campaigns including "Love shouldn't hurt" which was conducted in conjunction with Surrey Against Domestic Abuse and the force is planning further campaigns with the next one being scheduled in May 2016.

The force is also investing in training of staff including training on new legislation, refresher training on Domestic Violence Protection Notices (DVPN) and refresher training around Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH) including staff awareness of DA. Investment has also been made in the training of officers who are the first responders to incidents to increase the quality of the evidence captured in the early stages of the investigation. This has included the roll out of a guidance tool kit to all staff and DA guidance to ensure individuals have all the information to equip them to effectively deal with DA. A new training program has been developed for 2016.

The force is currently developing a plan to deal with perpetrators of DA in conjunction with Surrey County Council, the College of Policing and Outreach. Surrey has also developed various governance boards to oversee domestic abuse including the Domestic Abuse Steering Group and a multi-agency steering group which includes representation from the Crown Prosecution Service (CPS) and Outreach.

Child Sexual Exploitation (CSE)

Child Sexual Abuse remains a national threat in the Strategic Policing Requirement and CSE remains a Priority for the Force. Work is continuing, to ensure that we are supporting victims, identifying hotspots and pursuing perpetrators. We have continued to improve on the knowledge and resources available in order to help staff do the best for the public of Surrey by:

- Holding a CSE Awareness Day on the 30th November. This was well attended by members of the public, police and other agencies and it appeared to have been well received.
- The adverts have now gone out for
 - 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.
 - A 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.

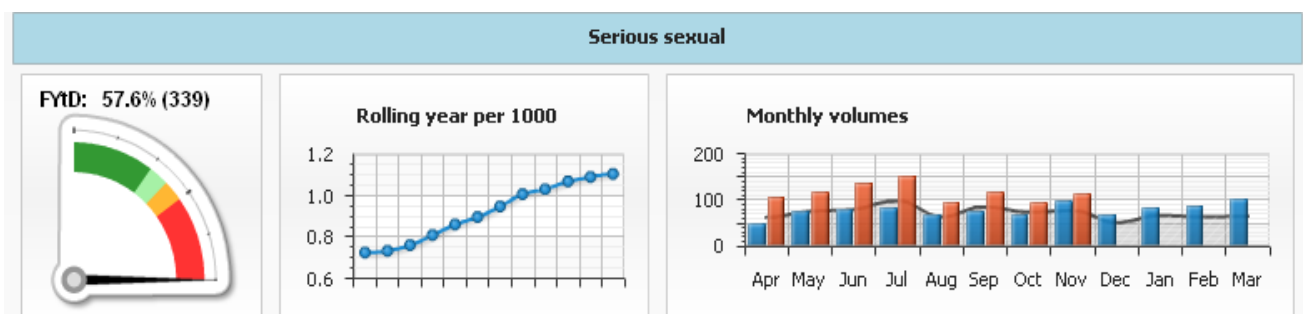
[These posts are being funded by the OPCC.]

- The new CSE/Missing teams are becoming more established on each division and already more activity and success stories are being seen. A recent example being a perpetrator of CSE was issued with a Criminal Behaviour Order

- Dr Graham Hill continues to deliver a bespoke CSE training package concentrating on perpetrators and offending models of CSE for all Targeted Patrol Teams (TPT) and specialist teams.
- Dr Hill has also been commissioned to write a CSE Perpetrator Matrix which is now being trialled in West Surrey.
- Work is on-going across the Force in relation to the CSE/CA/Misper Action Plans, which will contribute to the overall performance in relation to CSE.
- Perpetrators will soon be discussed at the Missing and Exploited Children's Conference (MAECC), which will mean all agencies contributing to the disruption and management of suspects/offenders
- Consideration is currently being given to how CSE will be managed in line with changes resulting from the Policing In Your Neighbourhood (PiYN) implementation.

Example of good work:

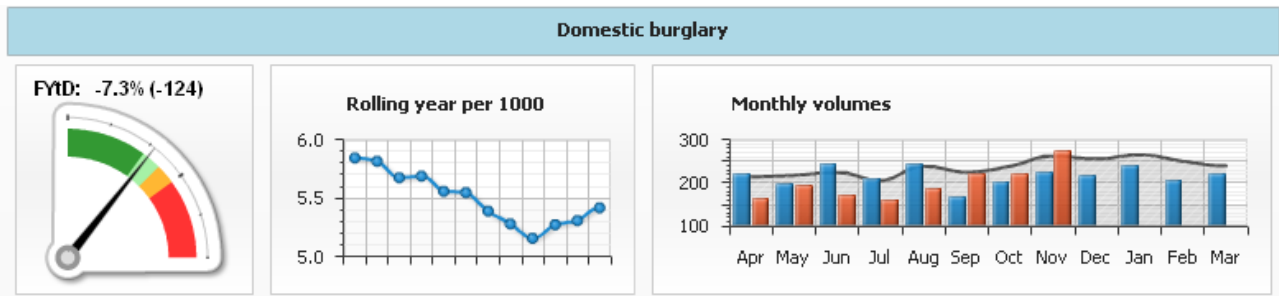
For the first time in Surrey a Criminal Behaviour Order (CBO) has been secured against a perpetrator of Child Sexual Exploitation. The interim order was granted and banned the 20 year old man from having any unsupervised contact with girls under the age of 16 (or 18 if they are in care) and also prohibits him from going to a specified Children's home. The interim CBO carries the same penalties for breach as any other CBO and a breach is a criminal offence and if found guilty is punishable by way of a fine or imprisonment.



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 928 crimes reported this year compared to 589 crimes for the same period last year (an increase of 57.6%). Out of the 928 offences this year, 450 are non-recent, historic offences (48.5%). 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 5th out of 43 forces at only 1.08 crimes per thousand population, however this is a reduction of 4 places nationally compared to last year. Surrey has remained top of its MSF group.



The trend so far for the financial year to date has tended to be one of decline with 1586 offences recorded across the Force, compared to 1710 in the same period last year (a reduction of 7.3%). The month of November however, saw a reversal of this with a 21.8% increase in recorded crimes compared to November 2014.

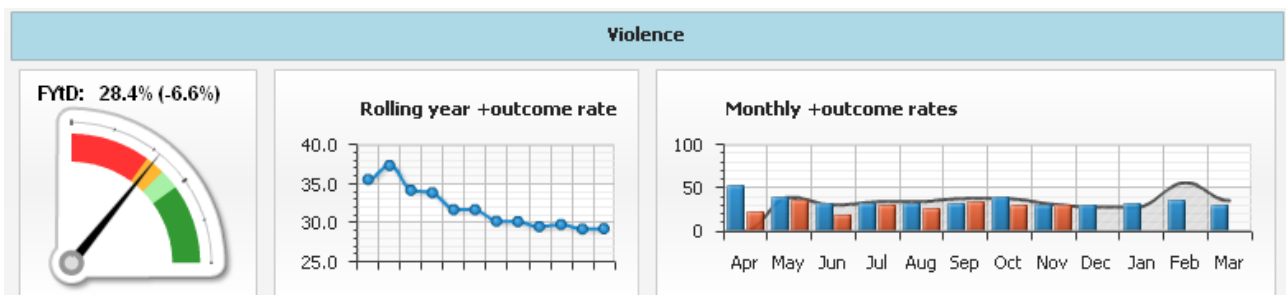
Burglary is a priority for the Force and activity has been driven through the Crime Performance Board as well as locally on division. The force continues to benefit from significant operational focus on burglary last year. Offenders responsible for multiple offences were proactively targeted and subsequently received custodial sentences, they remain in prison and unable to commit offences. Fresh intelligence on active burglars continues to be acted on.

Operation Candlelight is the annual operation to target the seasonal increase in burglary. This year it ran with a communications and operational elements from 26th October – 15th November. It successfully achieved a small (-1.6%) reduction on crimes in comparison with the same period previous year. There were also a number of arrests and charges which has contributed to a small rise in the positive outcome performance. Briefing and training to staff was provided through Op Candlelight, specifically on burglary and as part of a general improvement plan for investigative standards. One of the other objectives was to increase public registrations on Immobilise, which links to the National Mobile Property Register (NMPR) and enables stolen property to be identified, hence linked to offences and increase charges (positives outcomes). Surrey is second nationally in its effective use of Immobilise.

National Position ▲

The national position for Domestic Burglary is currently 17th, an increase of 2 places compared to October 2014. Surrey remains 3rd within its MSF.

Positive Outcomes



For violence with injury, the total number of positive outcomes has risen by 262 (1380 this year compared to 1118 last year), but the significant rise in recorded violent crime has outstripped this increase, resulting in a 33.5% positive outcome rate this year compared to 33.9% in the same period last year. For violence without injury, the same picture emerges , an increase of 612

positive outcomes (2459 this year compared to 1847 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.

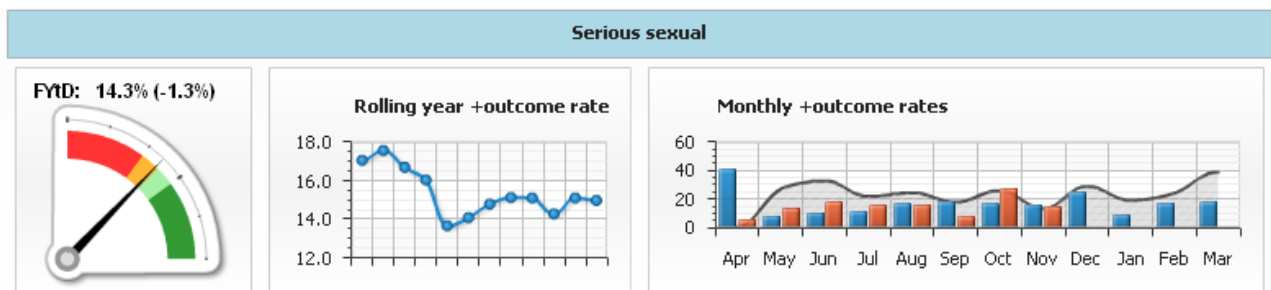
To represent the effort placed into improving positive outcomes for victims it is of note that Violence With Injury numbers have increased by 23.5% and Violence Without Injury numbers have increased by 33%. This is significant in terms of numbers of victims who have had a positive outcome. The Force is currently focussing hard on improving the quality of initial evidence gathering and suspect management with use of mentors and coaches for officers in preparation for the implementation of PIYN. This is focussed on dealing with violent crime and in particular Domestic Abuse.

National Position ▲

The national position for Violence with Injury is 34th, which is an increase of 8 places from October 2014. The national position for Violence without Injury is currently 32nd out of the 43 forces, an increase of 4 places than October 2014.

Examples of good work.

- Paul Williams, a bank robber who became known as ‘straw hat man’ has been sentenced to 2 years and 10 months in prison having pleaded guilty to a robbery of Lloyds Bank in High Street, Reigate on 29th May and the attempted robbery of Lloyds Bank in Epsom Road, Merrow near Guildford on 2nd June.
- Raymond Phillips, 68 year old man from Tatsfield, has been found guilty of causing grievous bodily harm to his neighbour Robin Reeves after a confrontation over noise from his workshop. Phillips has been remanded on bail until 23rd December for pre-sentence reports.



Positive outcome rate for serious sexual offences remains an area of focus and concern for the Force. A 14.1% positive outcome rate (131 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 (14.% compared to 15.1%) is as a result of increasing crime levels. Surrey has notably improved in this area, which is reflected in the national position highlighted below.

National Position ▲

The latest national position for serious sexual offences positive outcomes is 37th out of 43 forces for the 12 months to October 2015; this is an improvement of 5 places compared to October 2014.

Rape

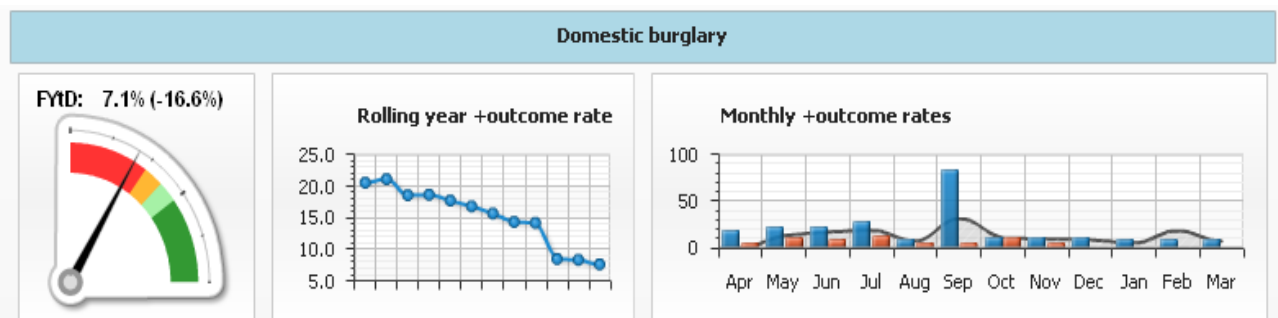
Despite the increasing crime levels as mentioned above, the Force continues to see improved outcome rates for the offence of rape. The FYtD positive outcome rate is 13.5% compared to 9.9% for the same period last year.

National Position

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

Examples of good work

- James Tough, a former nursery worker, was sentenced to nine years for sexually abusing a 12 year old girl. He was found guilty of four counts of sexually assaulting a girl under 12 and one count of making an indecent photograph of a child, and not guilty of rape and a further count of sexually assaulting a girl under 13. Tough was also given a Sexual Harm Prevention Order (SHPO) banning him from any unsupervised contact with a child under the age of 18, living in the same house as a child aged under 18 and taking any photographs of a child under the age of 18 without prior consent from the child's parent or guardian.
- John Clark, a 79 year old man and former music teacher, has been sentenced to 20 years in prison after sexually abusing four pupils at Aldro School in Shackleford between 1975 and 1981. He was found guilty of 24 counts of sexual offences and another of buggery.
- Roger Lightfoot, a 69 year old from Chilworth, has been sentenced for five years in prison. He was sentenced for the offences which included two counts of sexual assault on a female aged under 13, one count of engaging in sexual activity in the presence of a girl aged under 13, five counts of making indecent photographs and one count of distributing indecent photographs. A Sexual Harm Prevention Order (SHPO) was also imposed and a victim surcharge of £120.
- Thomas Poole, a 31 year old from Ash, has been sentenced to 22 years in prison. He admitted a string of depraved offences after an undercover officer discovered him using an online chat room to share the images. These included raping a child under the age of 13, sexual assault, and taking and distributing indecent images of children. His offending took place between January and August this year. Poole was sentenced to 22 years imprisonment and a further eight years on extended license for one count of rape, one count of oral rape, two counts of sexual assault, two counts of distributing indecent images, four counts of taking indecent images and four counts of making indecent images. A life-long sexual harm prevention order was also issued.



When compared to the positive outcome rate of last year, burglary performance this year has decreased. A 7.1% positive outcome rate (112 positive outcomes) has been recorded across the Force compared to 23.6% (403 positive outcomes) in the same period last year.

Positive outcome performance is less than last year but needs to be seen in the context of large reductions in offences committed. An analysis at the start of the year to what contributed to the earlier improvement identified that the 3 most significant factors identified were:

- **'Tertiary' investigations** (conspiracy charges linked to substantive offence etc.), such opportunities continue to be exploited where they can, but reducing volume of offences and a different profile from last year (there are less 'series' of offences and identified OCGs operating) give less opportunities.
- **'Taken into Consideration' (TIC)** performance is less than this time last year but these are always slightly sporadic. The team is impacted from the reduced number of offences and of course charges. However there are TIC detections currently awaiting processing (awaiting sentencing) which will improve performance.
- **Performance focus** – The significant increase in Child Protection and Violent Crimes reported has affected both reactive and proactive investigation teams (force and divisional level) and the limited capacity to carry out proactive operations for burglary.

National Position

The latest national position for Domestic Burglary positive outcome is 37th out of the 43 forces and Surrey is 4th within its MSF. The force has however reduced by 27 places nationally compared to last year.

Examples of good work

- A gang of three men and a teenager who burgled a house in Caterham and then rammed two Surrey Police cars whilst trying to escape have been sentenced for a total of 8 years having all pleaded guilty to burglary. Thomas Delaney, 28 year old from Crawley, was sentenced to 33 months, Mark Baker, 21 year old from Outwood, was sentenced for 30 months and Mark Ellis, 33 year old from Outwood, was sentenced to 34 months. A 17 year old boy from Outwood was issued with a 12 month Youth Rehabilitation Order.
- Andrew Taylor, 44 year old man, has been sentenced to four years and eight months for two charges of burglary. He broke into the home in Barnby Road and after the victim had recovered his property on the first occasion Taylor return to steal back the same bag of items minutes later. He was pursued on foot for a third time by Surrey Police officers who arrested him nearby and when searched found several items.
- Luke Streatfield, a prolific offender, has been sentenced to 27 months in prison for a burglary in Walton-On-Thames. The 29 year old had smashed a rear window to gain access to the property and stole a number of electrical items and jewellery. Officers were able to identify his DNA at the scene and due to his prolific past they were able to trace it back to him.
- A gang involved in a £1 million crime spree which included blowing open cash machines using gas and stealing trophies from the Red Bull Racing Formula 1 team have been jailed for more than 18 years. Danny Stevens, Paul Smith, Jason Eastwood and Luke Cole were sentenced having earlier pleaded guilty to charges of conspiracy to commit burglary and conspiracy to steal relating to offences across the South East. They stole more than £1 million worth of goods, which included vehicles and trophies, with £300,000 of the total

taken from ATMs and caused an estimated £350,00 worth of damage due to their destructive methods. Danny Stevens was sentenced to 7 years, Paul Smith to 6 years, Jason Eastwood to 3 years and 4 months and Luke Cole to 2 years.

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

- Working with the North Surrey Local Proactive Unit and Elmbridge Safer Neighborhood Team, more than 100 officers executed seven early morning warrants under the Misuse of Drugs Act on 19th November. Ten people were arrested on suspicion of being concerned in the supply of Class A drugs and Suspected Class A drugs and several thousands of pounds in cash was seized by Surrey Police in the series of dawn raids in the Esher and Walton areas.
- In April 2015 three clandestine officers managed to infiltrate a drug dealing network and were able to set up drug deals which led to 31 suspects being charged with various drug-related offences. On Friday 11th December, 23 of the defendants pleaded guilty at Guildford Crown Court and received hefty prison terms for their actions. Dwayne Miller pleaded guilty to 6 counts of supplying a controlled drug and was sentenced to 2 years 10 months. Ivan Vilarinho pleaded guilty to 17 counts of supplying controlled drugs and one of possession of criminal property and sentenced to 3 years 9 months, Abidaziz Elmi was sentenced to 5 years 8 months for his significant role in the Camberley based network. A number of other defendants were handed suspended prison sentences and sentencing continues.

Wider zero tolerance policing

- Jake Polmeer, a 27 year old man from Redhill, has been charged with five offences in relation to the death of soldier Ben Regan in Reigate earlier this year. The offences were causing death by careless driving, causing death by driving a vehicle while uninsured, using a motor vehicle on a road without insurance, failing to stop at the scene of a road traffic accident and failing to report an accident. Polmeer has been released on bail and will appear at Redhill Magistrates Court on 11th January 2016. A 27 year old woman from Horley has also been summonsed in connection with the incident, charged with permitting a vehicle to be driven without insurance.
- Following a lengthy and complex fraud investigation relating to vehicle hire and credit and cheque fraud six men have been given prison sentences. David Lewis, 49, from Tadworth was sentenced to three and a half years and Liam Chenaf, 37, from Haywards Heath, West Sussex, was sentenced to two and a half years. Mubassar Mirza, 37, was sentenced to four years, Gary McFadden, 40, of South London, received a three and a half year prison sentence, David Guttridge, 33, of Crawley, West Sussex was given a two and a half year sentence and Antony Stevens, 50, of South London, was sentenced to 18 months. Surrey Police and the Metropolitan Police worked closed together to establish the links between the frauds and to identify those involved and bring them to justice, the total loss of the frauds was in excess of £800,000.

- Surrey Police has obtained a full Anti-Social Behaviour injunction, the first time that the Force has used this power since it was introduced in 2014. The injunction on Natalie Shutt, 29 years old, prevents her from causing alarm, harassment or distress to any person in Surrey; asking for, demanding or begging for money from members of the public and contacting certain named individuals. The order is in place for 21 months and there is a power of arrest attached to breaches of all the clauses.

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 the last.

	FYTD Nov 2015	FYTD Oct 2014	Change	FYTD %age Change
Resource Availability	90.1%	87.1%	3.0%	3.4%

Overall the Force has reached the 90% target for availability, and is higher than this time last year. The area that influenced the increase from the previous month was the reduction in annual leave taken in October.

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

Police officer sickness (rolling 12 months)	2.9%
Police staff sickness (rolling 12 months)	2.8%

Sickness continues to be low risk with the sickness rate being consistent with the rate at this time last year. The amount of days lost to sickness for officers has increased, but this has a limited impact on other statistics as the headcount for officers has also increased. Officer sickness is now at 7.5 days per person and staff sickness at 7.3 days.

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

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

POCA scorecard	FYTD 2015/16	EOY 2015/16 Target
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£659,486.36	£1,000,000
Volume of confiscation orders	32	50
Value of confiscation orders	£510,802.53	n/a
Value of compensation paid from above confiscation orders	£145,297.99	n/a
Number of restraint orders	5	n/a
Number of cash seizures	43	70
Volume of cash forfeitures	27	n/a
Value of cash forfeitures	£148,683.83	n/a

Highlights include:

Confiscation was granted on the 30th October 2015 regarding Matthew Smith a rogue trader charged in October 2013. A total of £65,325 compensation from confiscation was payable to five elderly victims, two of whom have sadly now passed away since Smith was charged in October 2013.

A Cash Forfeiture was granted on the 6th October 2015 regarding Richard SAUL (AFI Louis Silva) for £31,359.42. This was the first administrative forfeiture obtained by Surrey Police following changes to the legislation and related to Op Ypres, a SOCU drugs investigation: in September 2014, cash totalling EUR 43,000 & £2,090 was seized following execution of a warrant at Eurobox Limited and SAUL claimed he had loaned this money to the company.

Examples of good partnership and visible policing

- Surrey Police, jointly with Sussex Police and the Sussex Safer Roads Partnership, Drive Smart in Surrey and the independent charity Crimestoppers launched Operation Dragonfly, a crackdown on drink and drug-driving, at the beginning of December. As part of the campaign Surrey Police are proactively naming people charged for drink or drug-driving related offences, while officers are Tweeting about people who have been stopped on suspicion of drink or drug-driving offences. During the first three weeks forty three people have been charged and a further twenty were arrested and are currently on bail.
- The Anti-Social Behaviour Team, Paragon Housing and Bachelor Solicitors have been commended in a recent national ASB Team of the Year award ceremony for the joint work carried out in successfully addressing concerns raised by the community about a family living in Weybridge. Surrey Police, Paragon Housing and Bachelors Solicitors successfully tackled a troublesome family whose persistent anti-social behaviour blighted the lives of residents in Monument Way, Weybridge. The family caused local residents to suffer regular acts of anti-social behaviour including loud noise, late night parties, drug dealing, dogs barking, animal cruelty, crime and violent domestic incidents. The problems escalated to threats and acts of violence being made towards local residents and people working within the community. Despite the tireless work from all three agencies, regular interventions, and visits to the family the situation did not improve. A Premises Closure Order was applied and the property was closed down by Surrey Police and after a court hearing Paragon Housing was granted an order for possession of the property.
- A joint test purchase operation was carried out on the 19th November by officers from Camberley and Surrey Heath Borough Council Licensing department. Ten premises in Surrey Heath were visited and five failed the test by selling alcohol to the underage teenage customer. The joint operation targeted ten outlets across Surrey Heath as part of an on-going commitment to prevent alcohol being made available to young people under the age of 18. The test purchasing initiative will be continued throughout the year in Surrey Heath and will be run in conjunction with the plain clothes alcohol patrols, with the joint aim of reducing alcohol-related youth crime and disorder.
- Surrey Police and Guildford Borough Council have worked closely together to achieve a Public Space Protection Order (PSPO), the first in the county for an area above Bedford Road car park in Guildford. This resulted from local concerns about Anti-Social use of the roof area, which is also residential. Investigations also indicated that this was being used as a meeting

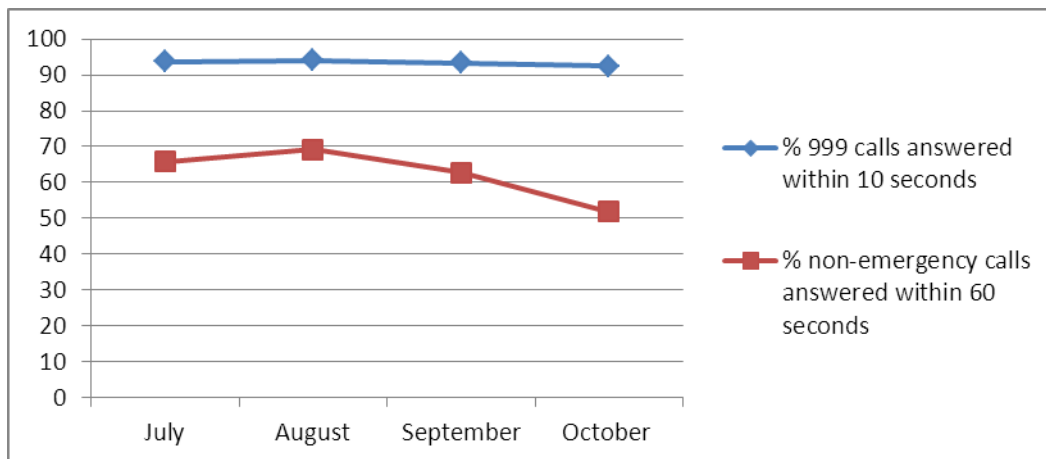
place for young people at risk of CSE with persons coming in from out of town to meet at the location. An increase in Police response quickly gathered evidence and with this support GBC have been able to successfully agree a PSPO which came into effect at the beginning of December.

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 October 2015.



As can be seen from the above, emergency call handling performance is consistently above 90% with 92.5% of 999 calls being answered within 10 seconds in October. There has also been an improvement since last financial year with an increase from 91.7% in 2014/15 to 93.9% in 2015/16.

Performance for non-emergency calls has however decreased since August, decreasing from 69.2% in August to 51.9% at the end of October. Although there has been a slight drop in figures, compared to the last financial year there has been an increase of 8.1% points in non-emergency calls answered within 60 seconds, 56.9% in 2014/15 and 65.0% in 2015/16.

The main issues are in regard to establishment which is at an all-time low and at a time of increasing demand this is impacting 101 performance. The Contact Centre attrition rate is high and the Force is recruiting more to account for that and to reduce demand into the contact centre. There will be an increase in course sizes for 2016 bringing in 20 people per course rather than 10 and this is being run 4 times next year. Also the induction and initial coaching has been changed to alleviate some of the pressure from rotas with regard to the amount of people being recruited. To encourage recruitment there is an experience day on the 16th January and recruitment fairs have been attended.

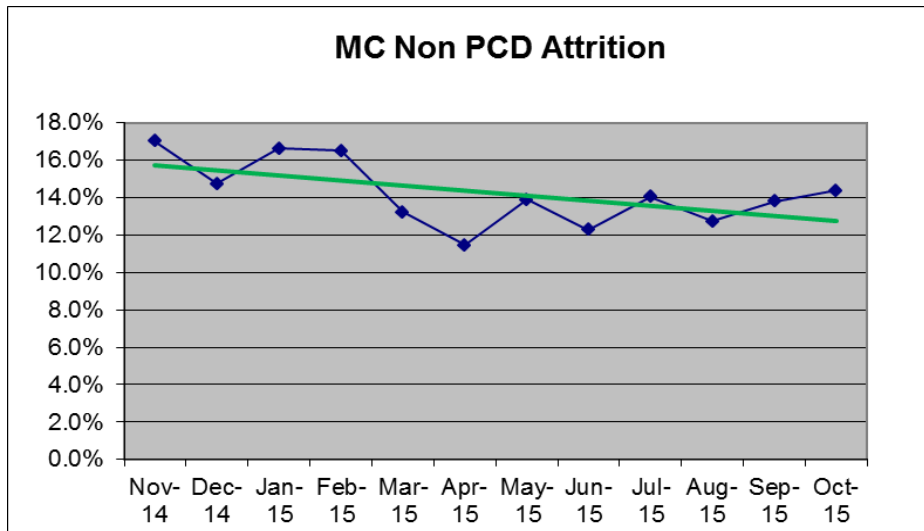
Court attrition rate

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 being undertaken to try and improve performance in this area, we have seen an improving picture albeit it has dropped slightly since the previous reporting period.

National Position ▲

The latest available data provided by the CPS for Oct 2015 reveals that non-PCD attrition for all courts (magistrates and crown combined) stands at 15.1% ranking Surrey as 30 out of 42 constabulary areas. Public Interest and Acquittal After Trial are shown as the key reasons for unsuccessful outcomes for October cases with the latter arguably beyond our control. Data obtained from CPS up to 30th November 2015, however, (which is not formally ratified until end Dec) shows non PCD attrition performance improving once again with the rate standing at 13.1% ranking Surrey as 22nd nationally – a positive move upwards of 8 places.



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%	80.8%*	-4.9%
	Year End 14/15	FYtD 15/16	%point Change
ASB victim satisfaction	77.7%	78.3%*	+0.6%

*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 80.8%, which is 4.9% points lower than year end. Overall Satisfaction for November (September incidents) was 80.4%. This is an increase on the previous month.

Monthly results for November’s overall satisfaction (September incidents) have seen notable increases for three out of five indicators this month; ease of contact: 92.7% (+4.4% points), actions taken: 75.7% (+3.6% points), and treatment: 92.9% (+3.5% points). Time taken to attend is the only indicator to see a decrease this month. Following internal training and communications regarding

recent changes to the Victims' Code, satisfaction with kept informed has improved this month to 72% which is the highest level recorded since April 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 November 2015 satisfaction was 81.3% and FYTD the majority of victims interviewed have been satisfied with the overall service (84.2%)

ASB Victim Satisfaction

Overall satisfaction for anti-social behaviour was 78.3% in November 2015. The FYTD result for is now +0.6% points higher than the previous year end.

Surrey's first Anti-Social Awareness Week ran from Monday 28 September as a partnership campaign that aimed to address and increase public awareness of Police and partner agencies' different responsibilities, options and powers for dealing with ASB; how victims can help themselves (including mediation services and victim support); what is and is not enforceable ASB; and the new ASB legislation (with particular emphasis on the Community Trigger). Twitter and Facebook were used as the main mediums for sharing messages as well as Radio advertisement and an interactive online quiz.

Surrey Police will also be working with the OPCC in the New Year to host focus groups for victims of ASB in order to obtain feedback around how to improve the service provided to victims of ASB.

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 Epsom & Ewell, Mole Valley and Runnymede, including some Facebook panels. Issues raised included youth behaviour, parking, CCTV, anti-social behaviour and local crime. In addition to the LPBs, Surrey Police supported the PCC's summit in Tandridge 3rd November and has supported further summits in Woking on 12th November and Guildford on 12th December 2015.

The ACC for Local Policing, supported by 'Policing in Your Neighbourhood' (PiYN) will work with the OPCC on agreeing a protocol for future arrangements in relation to police attendance at community and / or public meetings.

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 83 officers over a 12-month rolling period. The main leaving reason continues to be to transfer to another police force with just under over a third (36%) using this reason. Another high leaving reason is resigned – alternative employment which 30% 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 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 decreased to the equivalent to 257 members of staff over a 12-month rolling period. The most common leaving reason is still alternative employment, which accounts for 57.5% 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 6.9%, whilst the rate for police staff has increased to 18.0%.

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

Complaints and Discipline

From the 1st October to the 30th November there were 2 discipline hearings or meetings as shown in the table below:

Hearing or Meeting	Allegation	Outcome
Special Case Fast Track Hearing	Having been convicted of offences of harassment contrary to section 2 of the Protection from Harassment Act 1997 and Malicious Communications contrary to section 127 of the Communications Act 2003. Having breached conditional bail on 16th January 2015 and 15th February 2015, resulting in being remanded to custody.	Dismissed without notice
Special Case Fast Track Hearing	On 30th September 2015 the officer presented herself for duty when not fit to carry out your duties and responsibilities. On 15th October 2015 at Basingstoke Magistrates Court officer was convicted of driving a motor vehicle with excess alcohol contrary to section 5 (1) (a) Road Traffic Act 1988.	Dismissed without notice

There are currently 6 officers and 9 members of staff that are restricted due to on-going investigations which may lead to misconduct proceedings, with most being attached to Operation Ovid.

Letters of Thanks

Between 1st October and 30th November 2015 the Chief Constable received 35 letters of thanks from members of the public.

Burglary was an offence that featured five times, with three letters from the victims of dwelling burglaries complementing the manner in which they were dealt with by the attending police officers and crime scene investigators. One related to the conclusion of a case where the offender had been forensically identified and subsequently pleaded guilty at court, and one related to a vehicle of sentimental value that had been stolen from a garage and recovered some months later as a result of a search warrant on the anniversary of the victim's brother's death. One letter was

received from a member of the media thanking officers for assisting them when faced with intimidation at Guildford Crown Court, facilitating the press in reporting the court proceedings without fear.

Four letters were received relating to motoring, two of these were thanks for officers assisting in moving broken down vehicles in a dangerous position and one praised the action of an officer assisting with an RTC when off duty. A member of the public also thanked officers who assisted in directing her around a road closure in an area unfamiliar to her. Safer Neighbourhood Teams also featured twice, the entire Mole Valley SNT was thanked by the leader of the Mole Valley District Council for their work in maintaining a safe, reassured borough. A neighbourhood watch team wrote to thank their local PCSO for all his hard work ahead of his impending retirement.

The compassion of officers in difficult circumstances also featured consistently. One letter from the family of a child sexual assault victim praised the officer in the case for the caring manner, as well as diligence with which they handled the case. An officer from the Armed Response Vehicles, stepping outside of their day to day role in delivering a death message, was thanked for the sensitive manner and time they took with the bereaved after passing the news. The compassion shown by two officers in protecting an injured deer involved in a collision was also remarked upon. One detailed the manner in which an officer attended the unexpected death of a family member and a suspect who had been arrested complimented the arresting officers and custody staff on the compassion shown to them.

Vulnerability gained a large amount of recognition. Two related to elderly victims of fraud, where the officers and staff spent time with the victims and their families to not only gather evidence but prevent further loss to them. A person who was detained under the mental health act after trying to commit suicide thanked the officers for the time they spent with her afterwards, giving them the opportunity to talk and listening to them. The family of a young person who was taken ill in unknown circumstances praised the officers who attended the initial scene and completed the ongoing investigation. A missing person report where staff in the Force Control room and Contact Centre quickly identified another incident relating to the subject was appreciated by the family in bringing a swift resolution to them.

Chief Constable Lynne Owens also received two letters complimenting her on the constructive and honest account that she gave to the Home Affairs Select committee.