

SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

1) Take a Zero Tolerance Policing Approach

Crime Reduction

The below table gives headline crime figures in Surrey for the 2013/14 financial year. As can be seen, overall crime levels are down, and there has been a notable reduction in the level of serious acquisitive crime. Violence with injury and serious sexual offences show a rise in recorded offences.

Crime Reduction	FY 13/14	FY 12/13	Change	%age Change
Serious acquisitive	7462	8526	-1064	-12.5 %
Robbery	251	248	+3	+1.2 %
Domestic burglary	3151	3400	-249	-7.3 %
Violence with injury	3494	2867	+627	+21.9 %
Serious sexual	543	419	+124	+29.6 %
Rape	248	169	+79	+46.7 %
TNO	48,486	52,731	-4,245	-8.1 %

a. Domestic Burglary

The Force has continued its focus on domestic burglary throughout the financial year; this has shown results, with the level of burglary reducing by 7.3%, or 249 crimes, compared with the previous financial year. Our burglary campaign, Operation Candlelight, which took place in the run up to Christmas and into the new year, played a key part in this. However, the Force recognises that domestic burglary is of concern to Surrey residents and we aspire to reduce the level even further over the coming year with performance remaining subject to regular scrutiny at the Deputy Chief Constable's Crime Performance Board (CPB).

Measures to reduce burglary include the setting up of a Burglary Dwelling Working Group chaired by a Superintendent. The group is working on developing good practice and aligning ways of working with Sussex Police. Current focus includes the development of a repeat burglary strategy, looking at 'super cocooning' and combating Asian Gold burglaries in Stanwell and Surrey Heath. We are pleased to report that at 4th May, the number of burglaries had fallen by 14.9% compared to the same period last year. This is an improvement of 7.6 percentage points from the end of March.

b. Violent Crime

The level of reported violence with injury over the financial year was 21.9% higher than for the previous year. This is partly due to an increase in reporting of domestic-related violence, which accounts for nearly 40% of all violent crime in the Force area, and which also implies an increased level of trust in Surrey Police. Again this has been an area of scrutiny by the CPB, which has singled out domestic violence and town centre violence as the biggest areas to tackle.

Domestic Abuse

In March, Her Majesty's Inspectorate of Constabulary (HMIC) published a report on performance in relation to domestic abuse. In light of this, the Police and Crime Commissioner commissioned a dedicated paper on this topic; this is also being discussed at the May management meeting.

Going forward, measures to reduce the level of domestic abuse suffered by Surrey residents include:

The introduction of 'Clare's Law'

The Domestic Violence Disclosure Scheme (DVDS), more commonly referred to as 'Clare's Law', is now being rolled out nationally. Under the scheme, anyone with a specific concern can request information about their partner. In its first month, six requests were made to Surrey Police and one disclosure was given.

A new repeat victim procedure

In April, the Force introduced a new procedure to safeguard repeat victims of domestic abuse, which details the correct care and support that all repeat victims should receive from Surrey Police and partner organisations.

The introduction of Domestic Violence Protection Notices/Orders (DVPNs/DVPOs)

Following the increase in recorded domestic abuse during the football World Cup in 2010, new measures will be introduced in June under the Crime and Security Act 2010 to coincide with the start of the 2014 World Cup. A DVPN bans a perpetrator from returning to the victim's residence, and from having contact with the victim for up to 48 hours. This allows time for the Force to apply for a DVPO through the Magistrates Court. DVPOs ban a perpetrator from seeing or having contact with the victim for up to 28 days (in many cases this will ban them from their own house), thereby preventing the situation where a suspected domestic abuse offender, who is neither charged nor otherwise on bail at the time of release from police custody, is free to return to the scene of abuse sometimes within hours of arrest. Research shows that this is a time of increased risk to a victim.

Town Centre Violence and World Cup

Town Centre violence was discussed at the April CPB which reviewed Operation Nightguard, our town centre violence operation, as well as plans to manage the predicted increase in violence during the football World Cup in June.

Operation Nightguard has been in place for several years and is being updated. It covers the core towns in the county with larger night-time economies, e.g. Guildford and Woking on Friday and Saturday nights; it involves a number of dedicated officers, including those from proactive teams, Neighbourhood teams, and the Special Constabulary. The suitability of other teams to

assist is also being considered, and different days will be risk assessed on each division as red, amber or green in terms of the risk of violent crime based on other information and intelligence available. A town centre violence 'toolkit' is being disseminated, containing a number of tactical options for local implementation.

A joint Surrey-Sussex policing operation is being planned in relation to the football World Cup; this aims to prevent violent crime, specifically alcohol-related crime and domestic abuse, and to take positive action to detect it when it does occur. Teams will be fully-staffed, with proportionate restrictions on leave, and a local intelligence collection plan, external communication, and training and briefings to cover mindset and legislation are all being prepared.

c. Serious Sexual Offences

Surrey Police recorded an increase of 29.6% in the level of sexual offences in the 2013/14 financial year compared with the previous year. This has resulted from a combination of a more robust and effective crime reporting regime, ensuring that the Force takes a victim-centred approach, and the on-going work with partner agencies including the Sexual Assault Referral Centre (SARC), the Rape and Sexual Abuse Counselling service (RASASC) and Outreach to encourage victims to come forward and report offences.

Detection Rates

The below table shows the end-of-year detection figures in Surrey for the 2013/14 financial year and the year-to-date figures for the current financial year.

Detection Rates	End FY 13/14	FYtD 14/15
Serious acquisitive	9.6 %	17.9 %
Robbery	23.9 %	26.1 %
Domestic burglary	11.5 %	17.5 %
Violence with injury	37.5 %	41.7 %
Serious sexual	30.0 %	33.9 %
Rape	19.8 %	17.6 %
TNO	26.9 %	35.2 %

a. Domestic Burglary

Our burglary detection rate continues to improve; whilst we are only just over a month into the new financial year, the detection rate as of 4th May is 17.5%, which compares favourably with the base of 6.2% in April 2013, representing an improvement of over 11%. This is due to a maintained focus on both primary detection rates, for example through the use of the National Mobile Property Register and improved forensic activity, and secondary detection rates, such as the work of the Taken Into Consideration (TIC) team. Burglary detection remains an area of focus for the Force and an area of scrutiny for the CPB. Efforts to improve the detection rates further are continuing.

Examples of recent burglary detections

- On 27th March, £40,000 of Asian gold and other valuables were stolen from a property in Staines-upon-Thames. Recovered imagery was used to identify a vehicle connected with the offence and from this four suspects were identified and then arrested on 30th March. Two of the suspects have now been charged with burglary dwelling. One of these suspects was referred to the TIC team and has subsequently admitted a further 14 domestic burglaries, three of which were in Surrey and the rest in surrounding police areas. The other suspect will be interviewed by the TIC team imminently.
- A window cleaner has been arrested and charged with 26 counts of domestic burglary, with further offences still under investigation, following a long running investigation in North Surrey. The offender targeted elderly or otherwise vulnerable people, entering their houses to steal property on the pretext of cleaning their windows.

b. Violent Crime

The detection rate for violent crime with injury at the end of the financial year was lower than for the previous financial year; this should be seen in the context of a 21.9% increase in recorded crimes. The actual number of crimes detected, at 1310, was slightly up on the previous year (1301). Specific work in relation to domestic abuse is discussed in the separate document.

c. Serious Sexual Offences

The detection rate still remains high when compared with other forces and as of February 2014 we were 6th nationally. Of note is the fact that over the last two years, Surrey Police has seen a 45% increase in the number of 'delayed report' rapes (those where there is more than 28 days between the crime and reporting, and often it is decades). Additionally, analysis of rapes in quarter three of last year showed that over 60% were domestic-related and 63% were delayed reports (both domestic and non-domestic-related). The Force's performance in the calendar year 2013 shows a higher detection rate for delayed reports at 38% than for all reports at 33%. Performance for detecting rapes of children remains strong at 73%.

Nevertheless, the Force has seen a slight drop in the numbers of serious sexual assault crimes (including rapes) detected from 178 in 2012/13 to 163 in 2013/14. The Force recognises that it must strive to increase the number of people held to account through the criminal justice process who commit such serious and traumatic crimes. Increased capacity and capability of the Force in tackling this specialist area is being rectified as part of a review within the Specialist Crime Command; this is the addressing the structure, skills and staffing levels.

Recent Convictions:

Richard Clubb

Richard Clubb from Pyrford has been sentenced to seven years imprisonment with a further five years on licence having been found guilty of the sexual abuse of two young girls. Both girls were under the age of 13 when the offences took place. He was also given a Sexual Offences Prevention Order to follow his release.

Tony Chandler

Tony Chandler from Ash has been sentenced to 22 years imprisonment having been convicted of 18 counts of sexual abuse, including three of rape. The offences took place over a seven-year

period between 2004 and 2011. He will be a registered sex offender for life and is subject to a Sexual Offences Prevention Order upon release from prison.

Andreas Ververopoulos

Andreas Ververopoulos, a Greek national, has been sentenced to nine years imprisonment after he pleaded guilty to the rape of a teenage girl in Ash 7 years ago. Ververopoulos was staying with relatives at the time but returned to Greece before his identity could be established. Ververopoulos became the prime suspect following the circulation of an E-fit and the reconstruction of the incident on BBC TV's Crimewatch programme; he was extradited to the UK last year.

Four Men Jailed in Bahrain over Images of UK Children

Four men have been jailed for a total of 20 years in Bahrain after duping British boys into sending them indecent images of themselves. Surrey Police POLIT carried out a 14-month investigation following concerns raised by a local mother. During the course of the investigation, over 160 online child victims were identified across 34 UK Police Forces, with many living in Surrey. The victims were all coerced into performing sexual acts on camera and then blackmailed to obtain further images and/or money by the offenders, who posed as young children using footage obtained from other victims. Surrey Police worked with the Children Exploitation and Online Protection Centre (CEOP) to secure the convictions, and further investigation by CEOP has identified 3000 further potential victims worldwide.

Drugs

Drug Use by Young People

Information and intelligence is showing that issues of drugs in schools specifically are being mitigated, which is assessed to be positively influenced by the work carried out by police, schools and partners in educating about the dangers and providing a hostile environment for drugs-based criminality to occur. However, drug use by young people generally remains a concern.

There is a service level agreement between the Force and every state secondary school in Surrey; good relations have been built, and the Force is confident that schools would share concerns around drug use. There has been one exclusion in a state school for peer-to-peer drug dealing. The biggest risks to young people are assessed as being on-line abuse, alcohol misuse, and legal highs. The Children and Young Persons Partnership Board is pulling together work on this, linking in with the Troubled Families Programme.

Examples of recent good work include:

- Delivering assemblies on the dangers of sending explicit messages to pupils in a secondary school, and giving lessons to junior school pupils as part of the Junior Citizen programme in Woking.
- Giving a talk at a school in Mole Valley on online safety and promoting the use of www.thinkuknow.co.uk, which offers support to parents, teachers and children on how to stay safe online.
- Working with a secondary school in Epsom, which had raised concerns about the amount of bullying which seemed to be occurring there. Year 7 pupils were educated about what cyber bullying is, what happens to those that are suspected of cyber bullying and the effects it can have on victims.
- Officers in Waverley using their regular attendance at youth clubs to raise awareness and promote debate on online safety.
- Officers in Surrey Heath going into local schools to speak to year 6 pupils about cyber bullying and online safety following concerns raised by parents and staff.

In addition to the above, the Force continues to target those who produce and supply controlled drugs, as shown by the following:

Wider drugs-focused good work:

- A youth was arrested and charged with production of cannabis after more than 160 plants were found at an address in Sunbury. Officers discovered the cannabis factory when they searched a property in Staines Road West on 5th April. As a result, a youth has been charged with the production of cannabis and abstracting electricity, and remanded in custody.
- Roads Policing Officers stopped a car that had been seen driving erratically by a member of the public on 31st March. On searching the car they discovered and seized 22kg of cannabis. The driver was charged with possession of cannabis with intent to supply and has subsequently been convicted of this and sentenced to three years and four months imprisonment.
- A 20-year-old man was arrested on suspicion of being involved in the cultivation of cannabis after a cannabis factory was discovered at a house in Ashford. A member of the public called police to report a strong smell of the drug, along with suspicious behaviour at the property in Ashford. Officers raided the house and found about 300 cannabis plants and paraphernalia.
- 14 people have been charged with various drugs-related offences, including the supply of heroin and crack cocaine, following raids on 14 addresses across Surrey, Hampshire and London as part of Operation Cennin on 30th April. During the operation, a quantity of drugs and cash were discovered and seized along with two vehicles believed to be used in the commission of the offences.

Tackling Organised Criminal Groups

A total of 18 Organised Criminal Groups (OCGs) were disrupted during the course of the 2013/14 financial year. Highlights include:

- Operation Beet – an operation targeting the supply of class A drugs, to reduce the levels of serious acquisitive crime (theft and burglary), which culminated in raids on properties in Redhill, Horley and London.
- Operation Isosceles – relating to armed robbers who stole over £350,000 worth of jewellery from a jewellery shop in Guildford.
- Operation Lagena – relating to a large-scale cannabis factory in a warehouse in Shepperton.

Operation Truvium 2

The Force took part in a week of action aimed at catching travelling criminals who use the road network to avoid detection and move around the UK. The Roads Policing Unit carried out more than 100 stop-checks on vehicles at a number of locations, and automatic number plate recognition (ANPR) technology was used to gather intelligence as part of the campaign. As a result, two vehicles were seized, six arrests were made and a total of 15 penalties were issued.

Custody

The Force recognises that a zero-tolerance policing approach requires the suitable provision of custody spaces and efficient custody procedures. The following table shows that the number of arrests continues to increase across all areas in the county.

Custody Suite	FY 13/14	FY 12/13	Change	%age Change
Eastern (Reigate & Salfords)	5992	5017	+975	+19.4%
Western (Guildford & Woking)	9624	8778	+846	+9.6%
Guildford	7070	5017		
Woking (closed 04/11/13)	2554	3761		
Northern (Staines)	6032	5051	+981	+19.4%
Total	21648	18846	+2802	+14.9%

The total number of arrests in the recent financial year increased by 14.9% when compared with the previous year. The below table shows some specific crimes for which the numbers of arrests have increased.

Offence	FY 13/14	FY 12/13	Change
Domestic Burglary	674	582	+92
Robbery	272	198	+74
Theft	285	232	+53
Theft of Pedal Cycles	151	121	+30
Criminal Damage	877	756	+121
Regina Offences	1098	863	+235
Assault with Injury	1867	1587	+280
Assault without Injury	1652	1140	+512
Harassment	324	232	+92
Sexual Offences	560	413	+147
Domestic-Abuse Related Offences	2200	1952	+248

2) More Visible Street Policing

Seizure of Assets

POCA performance summary for FY 2013/14

The below table shows the successes in relation to POCA seizures for the financial year:

POCA scorecard	FY 2013/14	EOY 2013/14 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£1,221,386	£1,000,000
Volume of confiscation orders	55	50
Value of confiscation orders	£970,192.33	n/a
Number of restraint orders	8	n/a
Number of cash seizures	66	70
Volume of cash forfeitures	26	n/a
Value of cash forfeitures	£251,193.67	n/a

Of the above confiscation orders, 13 are for £100 or less, however for the remaining 42 the average is £23,094.34. Compensation totalling £498,039.79 was paid to victims from 13 confiscations, and there were 26 cash forfeiture orders with an average of £9661.30. A separate paper has been produced to discuss the seizure of assets from criminals.

Resource Availability and Sickness

	FY 13/14	FY 12/13	%age point change	%age change
Resource availability	91.7%	92.5%	-0.8%	-0.9%

Surrey Police ended the financial year having achieved resource availability of 91.7%, which is above the 90% threshold, but 0.8% below the level recorded last year (92.5%). The reduction in availability was due to a higher police staff vacancy rate.

Police Officer sickness (rolling 12 months)	2.6%
Police staff sickness (rolling 12 months)	2.6%

Sickness for both police officers and staff has remained low, putting the Force well within the first quartile (25th percentile) nationally; this is the equivalent to an average annual loss of 6.6 days per person for officers and 6.3 days for staff. Surrey Police has the lowest sickness rate when compared against our most similar forces (Cambridgeshire, Dorset and Thames Valley).

Surrey Police Special Constabulary

There were 182 Special Constables at the end of the financial year, 75% of whom have now achieved their Independent Patrol status. Over the financial year, Special Constables have worked more than 49,000 hours during 6530 duties and made 385 arrests. During the period there were three intakes of new Specials and recruitment is once again open, with the next intake due to start their initial training later in the year.

Good work:

An example of the Special Constabulary’s dedication is shown by a Special Constable who spotted a prolific burglar whilst off duty and managed to retrieve their jumper and some property that they had stolen. A search for the offender ensued, resulting in their arrest and charge; the victim has commented that they will now be able to sleep at night.

Update on Flooding

Following the update given at the last management meeting in relation to the response to the serious flooding, Surrey Police continues to protect residents and properties in the north of the county whilst the area continues to recover. A major intelligence-led operation has been in place since the adverse weather hit the region two months ago and the Force continues to carry out extra high visibility patrols in vulnerable locations. Officers are also continuing to use ANPR to monitor vehicles to detect any vehicles that may be suspicious or known to have previously been used in crime. Over 2000 vehicles have been stopped and searched as part of the crime prevention patrols, and of those stopped 44% of people are known to police. As of the beginning of April only 28 flood-related crimes have been reported in flood-affected areas.

Examples of Good Partnership Policing

- The Joint Enforcement Team launched in Reigate and Banstead borough on 9th April. The project is still in its early stages, but there are already signs of better joint working and interoperability; for example, plans are being made for a joint licensing health check operation, which will see multi-agency teams conducting thorough checks and enforcement on licensed premises, food outlets and taxis. This has never been done before.
- Elmbridge Council and Surrey Police have joined forces to tackle anti-social noise late at night. Council officers join police on patrol between 8.30pm on Saturdays and 3am on Sundays to investigate noise nuisance reports, as well as taxi and alcohol issues. The out-of-hours service is backed up by penalty notices for offenders, with fines for residents and businesses of £100 and £500 respectively.

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

Call Handling and Response Times

The below table shows that emergency call handling performance remains strong with the financial year figures of 92.8% of emergency calls being answered within 10 seconds. Performance for non-emergency calls is notably lower, whereas attendance times for both grade 1 and grade 2 incidents remain good.

	FY 13/14	FY 12/13	%point Change
% 999 calls answered within 10 secs	92.8%	93.4%	-0.6%
% non-emergency calls answered within 60 secs	65.7%	66.7%	-1.0%
% grade 1 incidents attended in 15 mins	81.9%	82.9%	-1.0%
% grade 2 incidents attended in 60 mins	83.4%	87.8%	-4.4%

Since the introduction of Niche our non-emergency call handling times have continued to fluctuate as a result of longer call durations and increased data inputting. This remains an area of focus on a daily basis and we expect that our performance will stabilise as operators become more familiar with the new system. The call-answering performance does not show a significant drop compared to the previous year, however the Contact Centre is reviewing its activity to reduce its overall workload and prioritise resources on answering calls quickly.

The following table shows the number of reported incidents that we have been attending during the 2013/14 financial year compared with the last:

	FY 13/14	FY 12/13	Change	FY %age Change
Number of grade 1 incidents attended	33,209	29,905	+3,304	+11.0%
Number of grade 2 incidents attended	59,421	60,688	-1,267	-2.1%
Number of grade 3 incidents attended	42,589	44,988	-2,399	-5.3%
Total attended	135,219	135,581	-362	-0.3%

The total number of incidents attended has remained fairly consistent, however the largest change has been the 11% increase in grade 1 (emergency) incidents.

Victim Care

The below table shows that the Force has improved its performance compared with the previous financial year.

	FY 13/14	FY 12/13	%point Change	FY %age Change
Overall crime victim satisfaction	86.0%	85.8%	0.2%	0.2%
	FY 13/14	FY 12/13	%point Change	FY %age Change
ASB victim satisfaction	80.3%	79.8%	0.5%	0.6%

The year end overall crime satisfaction (burglary, vehicle crime and violent crime weighted data) is 86.0%, a 0.2% point increase on last year. Satisfaction has improved this year for both vehicle crime and violent crime. By indicator question, 'kept informed' (a key driver to overall satisfaction) has seen a statistically significant increase in satisfaction (+2.1% points compared with last year). The rolling year satisfaction gap has notably reduced from 4.7% points to just 1.5% points; this is due to a notable increase of 3.4% points in satisfaction for BME victims over the past 12 months. Racist incidents will be further reviewed, with scoping for the Diversity Crimes Unit to take on more investigations for repeat offences.

Year end satisfaction for anti-social behaviour (ASB) is 80.3%, which is 0.5% points higher than the year end for 2012/13. Overall satisfaction for rowdy/inconsiderate behaviour has increased by 1.2% points over the past year. The number of respondents who reported their incident has been fully resolved has increased for all ASB incident types compared with last year.

The Victim Care Board has closed the 2013/14 action plan, key highlights from which include:

- Victim care now forming part of the Constable to Sergeant process
- Implementation of the Victim Care Intervention Team

- Quarterly 'Lessons Learnt' bulletins for complaints from our Professional Standards Department
- Implementation of the revised Victims' Code including monthly compliance audits, with Public Protection teams, Prisoner Handling teams and CID all having been briefed on this since February.

A new plan has been created for the 2014/15 performance year, which will be heavily focused on personal responsibility and doing the right thing for our victims to improve victim care and satisfaction performance.

The Deputy Chief Constable now chairs the Surrey Strategic Criminal Justice Partnership Board, which has approved the 2014/15 vision, at the heart of which is the victim. The Board will be working on five themes, which are centred on supporting victims and witnesses. A set of action plans is being developed by strand leads to drive this work forward.

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, Guildford, Mole Valley, Surrey Heath and Spelthorne. Issues raised included speeding, parking, anti-social behaviour, local staffing, Asian gold burglaries, the policing of flooded areas, rogue traders, fly-tipping, schools liaison and youth crime. Updates on current activities were provided, and the tackling of specific issues raised is carried out as part of core business by the local policing teams.

Examples of Public Engagement

- Woking Safer Neighbourhood Team hosted an Easter treasure hunt event at the Peacocks shopping centre in Woking. Whilst children searched for eight different photos hidden around the shopping centre, the team gave crime prevention advice to their parents.
- Surrey Police attended the opening of two skate parks in Epsom. There were demonstrations and taster sessions run by pro BMX riders, scooter riders and skateboarders as well as competitions. Officers were present to talk to members of the public and offer bicycle marking.
- Officers in Epsom have been working with the youths at the 'Longmead Kick' which is run by the Council. Chelsea Football Club became involved with the scheme in early April, and local officers saw this as an opportunity to try to engage with young people in an area where there is a lot of mistrust in the Police. It is hoped that this will lead to one-to-one sessions with key individuals to find ways to improve relations with the local youths.

5) Protect Your Local Policing

Surrey Police and Joint Command Staff Survey

The staff survey is conducted three times a year to continually monitor staff wellbeing and to help increase the 'health' of the organisation by listening to and acting upon staff views. Wave 17 of the staff survey ran from 14th April until 6th May. It is too soon to give any indication as to

the results, however work is being carried out with Sussex Police to see how the survey activity can be aligned and build on the strengths of each.

Officer turnover rates

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

After a period of decreasing unplanned wastage, the police officer rate increased at the end of the financial year to 2.9%, which is equivalent to 57 leavers in 12 months. As anticipated, this was due to an increase in the number of police officers transferring out of the force and is being monitored through the Workforce Planning and Performance Board. Total wastage for police officers increased from 5.6% to 5.7%, which is equivalent to 112 police officers leaving in 12 months; this puts Surrey in the fourth quartile nationally. The increase is directly attributable to high unplanned wastage.

High-level themes from exit interviews show that the main reason for which people leave Surrey Police is because they have found another job; this excludes the situation where a police staff member becomes a police officer (which if included would make the theme even more significant). We are unable to interrogate the data further to say what sector those who leave move into or whether pay is a factor in their decision to leave. The next reason for leaving includes domestic factors or work-life balance, followed by training and career development reasons and then the role and workload.

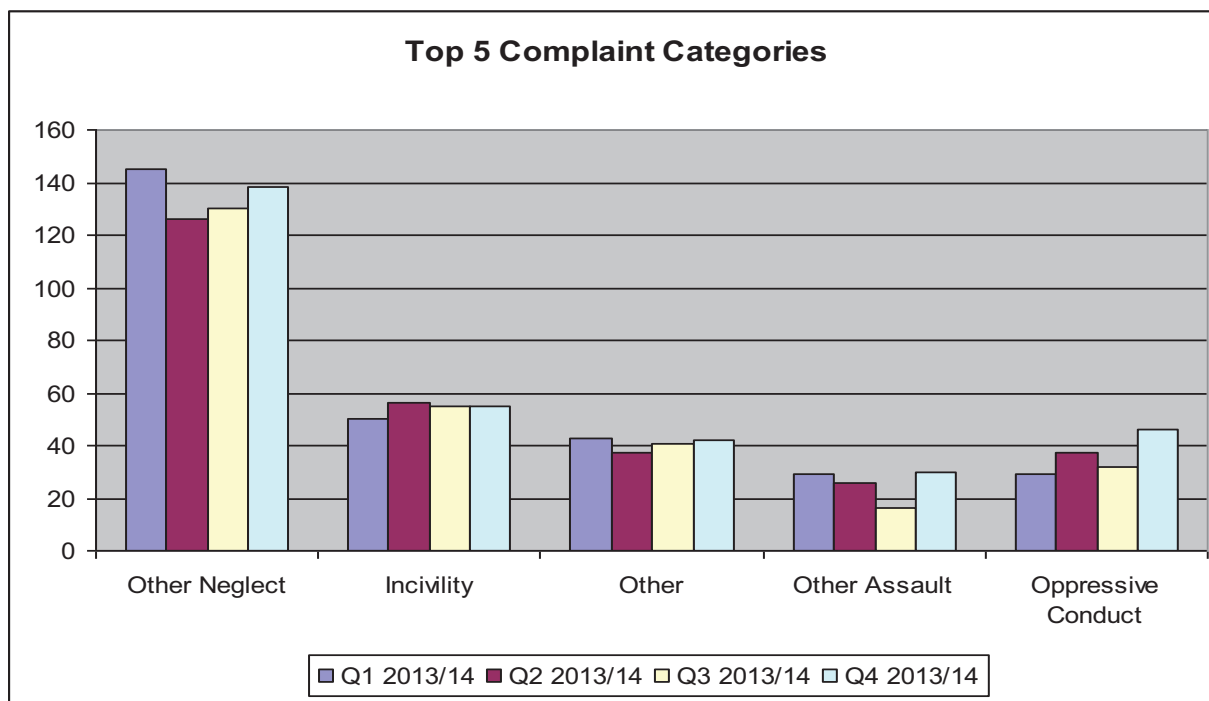
Injuries

During March, 53 officers and staff were injured whilst on duty. Of these, 49 injuries were due to aggressive people. Injuries included bruising, cuts, sprains, twists, and bumps. Seven injuries resulted in treatment being provided by a nurse or doctor, with two more resulting in hospital treatment.

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

Complaints and Discipline

The below graph shows the numbers of allegations concerning the top five complaint categories over the four quarters of the last financial year.



Key:

Other neglect of duty; this consists of allegations around a lack of conscientiousness and diligence concerning the performance of duties, for example not recording or investigating matters, not keeping interested parties informed, or failing to comply with orders, instructions or force policy.

Incivility; this includes allegations of rudeness, arrogance, aggressiveness, lack of respect, patronising behaviour and a poor attitude.

Other; this is used for the most part until more about the complaint can be established or if the other available categories do not fit.

Other assault; this consists of any kind of assault causing minor injury such as cuts and bruises.

Oppressive Conduct; this includes unjustifiable use of routine traffic stops or a persistent police presence.

A complaint may contain a number of allegations. The number of allegations has remained steady over the last two quarters of the financial year, with 375 in Q3 13/14 and 373 in Q4 13/14. In Q3 we recorded 169 complaints which was a 6% reduction in complaints from the Q2 figures, however the level rose again in Q4 to 181 complaints; it is thought that this is due to a backlog of complaints awaiting recording (and subsequent allocation) rather than a real change in the number of complaints being made. The highest category remains 'other neglect'.

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

Hearing or Meeting	Allegation	Outcome
Meeting	Officer accessed crime information systems without a policing purpose.	Not Proven
Meeting	Officer accessed crime information systems without a policing purpose on several occasions.	Management Advice
Meeting	Officer accessed crime information systems without a policing purpose on a number of occasions.	Written Warning
Hearing	Member of staff accessed crime information systems without a policing purpose on at least 100 occasions in relation to a wide network of people with whom they were associated.	Dismissed– appeal dismissed
Hearing	Officer used undue force whilst arresting a suspect and was then rude, aggressive and antagonistic towards that suspect. The officer subsequently made a witness statement which made the untrue allegation that the suspect had physically resisted arrest. The officer also made false statements in the crime report and failed to mention their own violent conduct.	Dismissed – no appeal received to date
Meeting	Officer accessed crime information systems without a policing purpose on several occasions.	Management Advice
Meeting	Member of staff accessed crime information systems without a policing purpose on a number of occasions.	Written Warning
Meeting	Officer accessed crime information systems without a policing purpose on several occasions. Officer also failed to disclose a business interest.	Management Advice in relation to both allegations.
Meeting	Officer accessed crime information systems without a policing purpose on several occasions. Officer also failed to disclose the previous conviction of a family member in their vetting form.	Management Advice
Meeting	Officer accessed crime information systems without a policing purpose.	Management Advice

Investigations by the Independent Police Complaints Commission (IPCC)

Police forces must refer the most serious cases, such as when a person dies following contact with the police, to the IPCC. The IPCC may decide to investigate such cases independently, manage or supervise the police force's investigation, or return it for local investigation. Local investigations are carried out entirely within-force. Supervised investigations are carried out by the police under their own direction and control but the IPCC sets out the investigation's terms of reference. Managed investigations are carried out by police forces under the direction and control of the IPCC. Independent investigations are carried out entirely by IPCC investigators and are overseen by IPCC commissioners.

There are currently 17 Surrey officers and staff members on restrictions; 12 of these restrictions relate to three IPCC investigations. Suspensions are recorded separately to restrictions; in total, there are six suspended officers and staff members; two of these suspensions relate to IPCC investigations.

There are currently 48 officers and staff members subject to IPCC referrals; of these 28 are subject to a local investigation, 11 are subject to supervised investigations and 9 are subject to an independent investigation. Some of the restrictions or suspensions have been ongoing for

some time; for example, a PC has been restricted since 19/07/13 following a serious collision, which is subject to an IPCC referral.

Inspections by Her Majesty's Inspectorate of Constabulary (HMIC)

HMIC have published their 2014/15 inspection programme. More detail is awaited in terms of which inspections may merge and the methodology for most of them; also, a number will be joint inspections where HMIC are not the sole inspecting agency. At this time, up to 30 inspections are listed; Surrey Police has four which are confirmed as taking place before the end of July, namely Valuing the Police 4, Crime Data Integrity, Police Integrity and Leadership, and the Management of Information. Inspections require significant activity, including data returns, document returns, preparation and coordination to ensure that the work of the Force is accurately and fully represented; much time is spent by a small team in pulling this activity together, which is additional to the actual time that HMIC spend speaking with officers and staff members whilst they are in-force. The cost of the time spent on two recent large inspections, namely Domestic Abuse and Making Best Use of Police Time, has been calculated to be over £11,500 and £10,000 respectively.

The Surrey and Sussex Dog Trial Success

The operational dog team took all three top places at the recent South East Regional Dog Trials, and will be going forward to represent the region at the National Police Dog Trials in Sheffield. Surrey's PC Rob Male and Police Dog Apollo took first place, with a score of 809. They also won the obedience and criminal work trophies. Just one point behind him was PC Paul House and Police Dog Jax from Sussex, with a score of 808. Paul also won the searching award. In third place was PC Paul Barnham and Police Dog Ethel from Surrey with a score of 784.

Family Fun Day to take place in September

This year's Force Family Fun Day and Anna of Avondale dog trials are planned for 21st September from 10am to 4pm. The event, which is open to members of the public, will take place on the playing fields at Mount Browne. The Anna of Avondale dog trials provide the focal point for the day, giving our dog handlers the opportunity to demonstrate their skills and success in working with their dogs to achieve a high level of performance in all aspects of their police work. In line with previous years, other attractions will include the opportunity to see and learn about various operational teams, current and historic police vehicles and the police helicopter, and take part in various children's activities.

Letters of Thanks

Between 22nd February and 25th April 2014, the Chief Constable's office received 17 letters and e-mails of appreciation. Thanks were received from victims of historic child abuse, racist abuse, burglary and fraud, where suspects had been identified promptly and were now before the courts. Families of an elderly lady and a young adult female expressed their gratitude for the care and consideration shown by officers who were called to assist concerns for their safety. Three letters related to the response of officers and staff to flood and storm-related incidents, including thanks from the Prime Minister for the policing operation in North Surrey. A further three concerned assistance provided to members of the public following collisions or breakdowns.

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