

To: Office of Police and Crime Commissioner – Management Meeting

Date: 15th March 2016

By: Strategic Planning

Title: Update on Delivering the Six People’s Priorities

---

**Purpose of Report/Issue:**

The purpose of this paper is to provide an update for the Police and Crime Commissioner regarding the latest Surrey Police performance on the Six People’s priorities.

---

**Introduction/Background:**

This paper provides an update on the Surrey Police performance for Financial Year 2015/16.

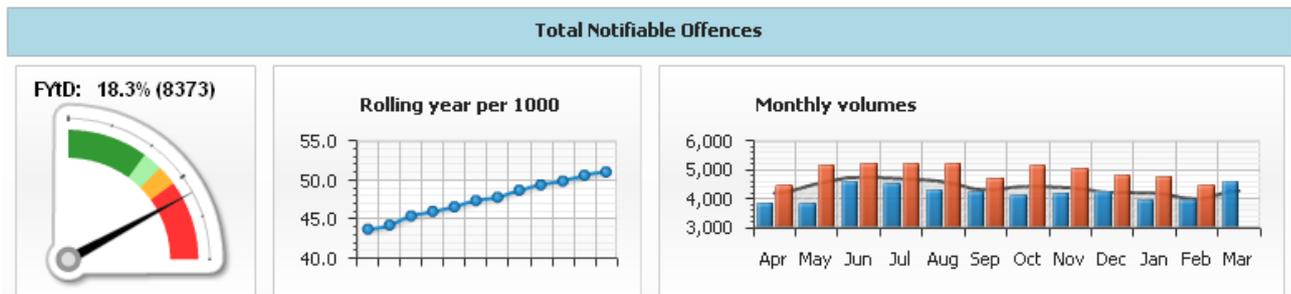
---

**Report Detail:**

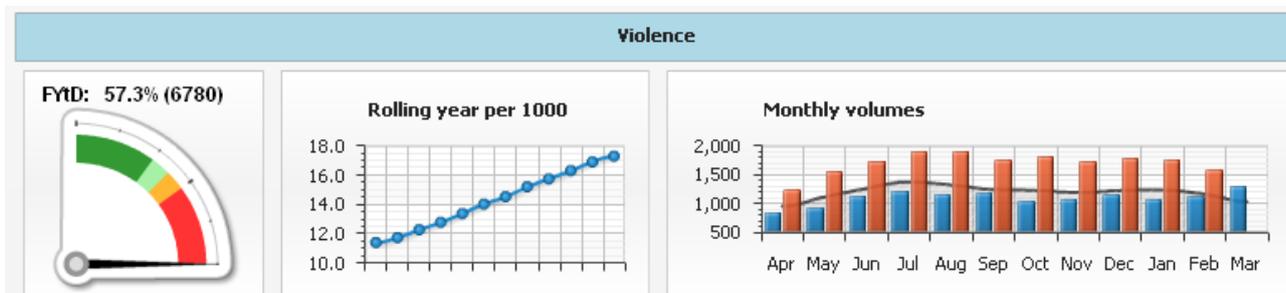
**Effectiveness - What work the Force is doing to keep people safe and reduce crime**

**1) Take a Zero Tolerance Policing Approach**

**Crime Reduction**



This financial year has seen a month on month increase in recorded crime. 54,115 offences have been recorded across the Force compared to 45,742 in the same period last year (an increase of 18.3%). The main contributors to this increase in recorded offences continue to be Violent and Serious Sexual offences, a trend that is mirrored nationally. The continued focus on crime data integrity is a significant factor to the increase in recording.



The rolling year trend is one of increased volumes of violent crime (with and without injury) across all three divisions. 18,612 offences have been recorded across the Force compared to 11,832 in the same period last year. Violence remains a priority for the Force and on a positive note we are experiencing an increase in reports of Domestic Abuse reflecting the increasing trust and confidence in victims to report.

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.

### National Position ▼

Surrey's national position for Violence with Injury is 5<sup>th</sup> out of the 43 forces at 5.18 crimes per thousand population, this is a reduction of 3 places compared to January 2015. Surrey is also 3<sup>rd</sup> within its most similar forces (MSF); Thames Valley, Cambridgeshire and Dorset. The national position for Violence without Injury is currently 24<sup>th</sup>, which is a reduction of 10 places nationally.

### Domestic Abuse

Surrey Police has seen increases in reporting of Domestic Abuse (DA) cases of around 31% compared to this time last year. A lot of work has been completed by the force in relation to raising awareness with campaigns and the force is planning further campaigns with the next one being scheduled in May 2016.

The force is investing in training of staff and a new training program 'Behind Closed Doors' has been developed and will involve partners from Paladin National Stalking Advocacy. The Force is also delivering a multi-agency conference sponsored by Sandown Park in May which will be delivered to over 300 senior public service leads. This event also comes under the Behind Closed Doors banner and involves speakers including John and Penny Clough whose daughter was victim of a domestic homicide and Alta ego theatre group who will highlight the effects of domestic abuse.

The force is currently running a pilot on North Surrey to improve our response to victims by training Police Community Support Officers (PCSO) to visit DA victims in the aftermath of a DA incident.

### Child Sexual Exploitation (CSE)

Child Sexual Exploitation remains our force priority and we continue to do everything we can to prevent children from being sexually abused and to relentlessly pursue those that seek to abuse children. We acknowledge that this will require a collective and long term response from all agencies, however, in Surrey Police we already have the following in place:

### ***Investigation/Disruption Tactics***

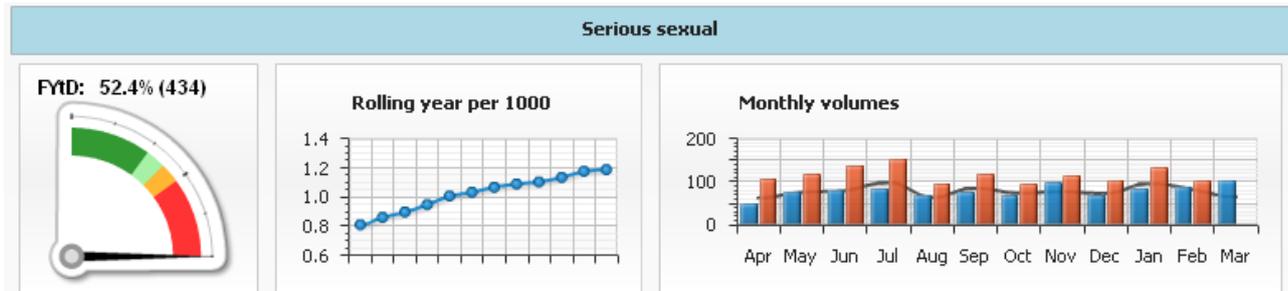
- Dedicated Missing/CSE Teams on each division that are concentrating on victim engagement and preventing CSE, the teams have already been successful in victim engagement with some hard to reach children and using tools to put orders in place to disrupt CSE (location ban order at an identified CSE hot spot – top floor of Bedford Road Car Park)
- CSE is now discussed daily at management meetings, to ensure that we are all doing everything that we can to protect children and that every disruption tactic has been considered in our fight to pursue offenders.
- A performance framework has now been implemented which encompasses CSE to embed best practice and ensure each investigation is conducted thoroughly with safeguarding of victims as a priority.
- A risk assessment and an investigation plan has been introduced into public protection, to improve the quality of our investigations and audits are regularly carried out to ensure compliance.
- A risk assessment has been created for use by staff in the Contact Centre on any reported incident of a person under the age of 18, to identify if they are at risk of abuse, including CSE. A training programme has been developed to ensure this is used correctly and effectively.
- A CSE problem profile has been written jointly by Surrey Police and Surrey County Council, the recommendations from this will form part of the existing CSE action plan. Issues raised will also inform the terms of reference for a multi agency problem profile. Meetings will be formed with partners to discuss data sets that each agency hold on information pertinent to CSE, this will enable us to cultivate intelligence and enrich our CSE problem profile.
- A MAECC (Missing and Exploited Children's Conference) Improvement Plan has been agreed and is expected to go Live in April. Perpetrators will in future, be discussed at MAECC meetings, which will mean all agencies contribute to the disruption of CSE.

### ***Training/Awareness Raising***

- Dr Graham Hill continues to deliver a bespoke CSE training package, concentrating on the pursuit of offenders and offending models and behaviours, this has already resulted in some key intelligence coming in on CSE perpetrators.
- CSE pocket guides have been purchased and distributed to all officers to provide practical guidance on managing cases of CSE (funded by the OPCC)
- On the 24th February 2016, we ran a CSE work shop with the Council and representative from the CIAG (Community Impact Advisory Group) and JAG (Joint Action Group) to train them on the Warning Signs of CSE, how to identify and share intelligence/report concerns. We will then have work shops to discuss ways forward in working together, using joint powers and conducting joint disruption visits to do all that we can collectively to prevent CSE.
- On the 18th March 2016, we will hold our second National CSE Day event (funded again by the OPCC) all our partners, the voluntary sector and faith groups have been invited to enhance their knowledge of CSE and acknowledge that CSE comes in many guises and affects boys as well as girls. We will also highlight the increase in on-line cases of CSE and ensure that those working with children at risk of CSE, know where to access expert advice and support for victims. It should be noted that there is a real appetite for this Awareness Raising as this event was fully booked (360 seats) within four days of being advertised.
- On the 8th March we are delivering CSE training to representatives from all faith groups to ensure we work together to prevent CSE.

## New Posts

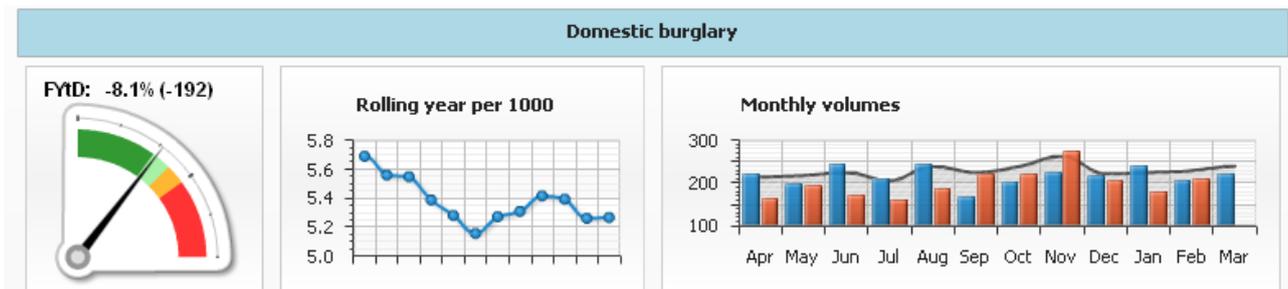
- We have recruited a CSE Co-coordinator (funded for by the OPCC) who plays an essential role in co-coordinating CSE intelligence/information/referrals from internal sources and external agencies
- We also have an analyst who is working on CSE data extraction and ensuring the correct flagging/marker process is in place for all matters related to CSE.
- We have two CSE WiSE workers appointed (funded for by the OPCC) who are currently going through the vetting process prior to commencing their vital roles in providing much needed dedicated support for victims.



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 1263 crimes reported this year compared to 829 crimes for the same period last year (an increase of 52.4%). Out of the 1263 offences this year, 628 are non-recent, historic offences (49.7%). 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 6<sup>th</sup> out of 43 forces at only 1.16 crimes per thousand population, however this is a reduction of 5 places nationally compared to January 2015. 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 2179 offences recorded across the Force, compared to 2371 in the same period last year (a reduction of 8.1%).

Burglary reduction continues to be 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.

### National Position

The national position for Domestic Burglary is currently 15<sup>th</sup>, at 5.26 crimes per thousand population, an increase of 4 places compared to January 2015. Surrey remains 3<sup>rd</sup> within its MSF.

### Positive Outcomes



For violence with injury, the total number of positive outcomes has risen by 410 (1917 this year compared to 1507 last year), therefore resulting in a 34.1% positive outcome rate this year compared to 32.7% in the same period last year. For violence without injury there has been an increase of 864 positive outcomes (3388 this year compared to 2524 last year) but the significant rise in recorded violent crime has outstripped this increase, resulting in a 26.1% positive outcome rate this year compared to 34.9% in the same period last year. 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.

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.

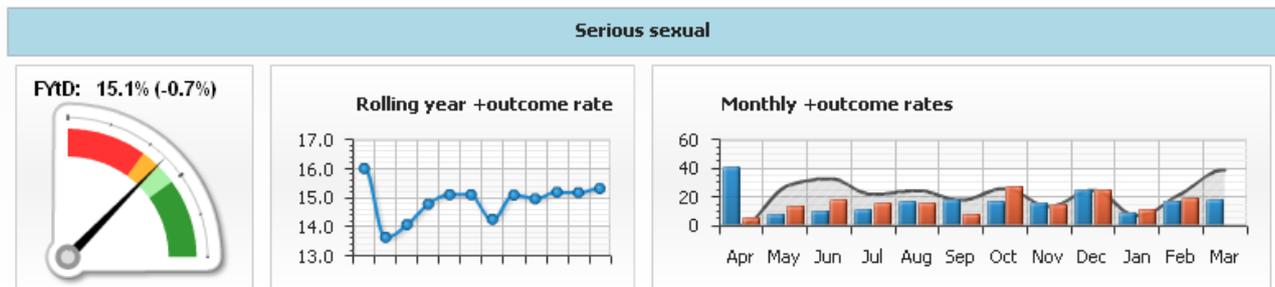
### National Position

The national position for Violence with Injury is 22<sup>nd</sup>, which is an increase of 19 places from January 2015. The national position for Violence without Injury is currently 32<sup>nd</sup> out of the 43 forces.

#### Examples of good work

- Bernard Hicks, 40, has been sentenced to five years in prison following a series of violent incidents in the Merstham and South Nutfield area. He was sentenced at Guildford Crown Court having pleaded guilty to attempted robbery, robbery, dangerous driving and driving without insurance.
- Andrew Savage, 47, of no fixed abode was found guilty of the murder of 41 year old Glen Hack, whose body was discovered at a residential address in Farnham, in July 2015. Savage had convictions dating back thirty years including assault, theft and harassment. He carried out the murder in a drunken rage and launched a ferocious and sustained assault on Glen Hack. Savage has been sentenced to serve a minimum of 22 years in prison for the murder.

- Shane Elliott, 33, from Horley, has been charged with attempted murder following an incident in Wantley Hill Estate in Henfield, West Sussex and sentenced to 10 years in prison. Elliott smashed the car window with his head and then stabbed the motorist inside the car with a large kitchen knife, causing wounds to his left hand and arm.
- Jermaine Lee, 32, from Croydon, has been sentenced to a minimum of 18 years in prison after being found guilty of murdering Khalilur Rahman in a Woking hotel in August 2015. Lee launched an unprovoked attack on Rahman, who suffered 15 blows to his face, body and arms before dying as a result of a head injury. Lisa Jane Warner, 35 year old female from Milton Keynes, who was also in the room at the time of the attack, admitted a charge of assisting an offender and will be sentenced in July.
- Tanya Foster, 24, from Guildford, has been sentenced to 15 months in prison for a charge of causing and allowing serious injury to her 21 month old child. Foster has been jailed for allowing her baby to suffer no fewer than 21 injuries, which included bruising all over their body and burns. Fosters partner at the time of the injuries, Scott Lucas, 27 year old male, was jailed for the same charge for three years.



The positive outcome rate for serious sexual offences remains an area of focus and concern for the Force. A 15.1% positive outcome rate (191 positive outcomes) has been recorded across the Force and is the same as this period last year. There has been a steady improvement in performance and whilst the number of positive outcomes has increased year on year (191 compared to 131), the increasing in recorded crime has outstripped this increase. 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 35<sup>th</sup> out of 43 forces for the 12 months to January 2015; this is an improvement of 4 places compared to January 2015.

### Rape

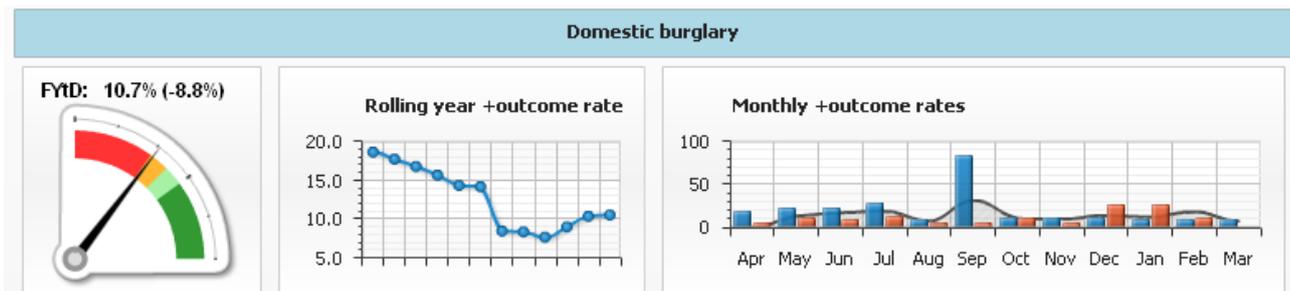
The Force continues to see improved outcome rates for the offence of rape, despite the increasing crime levels as mentioned above. The FYtD positive outcome rate is 12.8% compared to 10.4% for the same period last year.

### Examples of good work

- Three men have been sentenced to a total of 40 years imprisonment following the systematic sexual abuse of a woman in Redhill. The woman in her 20's was abused over a five day period. The victim gained the courage to call police on the fifth day of abuse. Charlie Jones, 28, from Redhill was sentenced to 20 years imprisonment after

being found guilty on five counts of rape, two counts of assault by penetration, two counts of sexual assault, one count of criminal damage and one count of assault (ABH). Joseph Hoyer, 27, from Billingshurst was sentenced to 10 years imprisonment and found guilty on one count of oral rape, one count of sexual assault and one count of criminal damage. James Joseph Wilson, 36, from Leatherhead, was sentenced to 10 years imprisonment and found guilty on two counts of oral rape.

- Paul Roper, 41, of Guildford, has been given a Sexual Harm Prevention Order (SHPO) after pleading guilty to three charges of harassment. Roper was given a 24 month community order, ordered to carry out 60 days of rehabilitation work and to pay costs of £85 and a victim surcharge of £60.



When compared to the positive outcome rate of last year, burglary performance this year has decreased. A 10.7% positive outcome rate (233 positive outcomes) has been recorded across the Force compared to 19.4% (460 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 an 8.1% reduction in offences recorded.

### National Position ▼

The latest national position for Domestic Burglary positive outcome is 30<sup>th</sup> out of the 43 forces and Surrey remains 3<sup>rd</sup> within its MSF. The force has however reduced by 20 places nationally compared to January 2015. This was anticipated due to the focus of resources on public protection.

### 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.

### **Wider zero tolerance policing**

- Ten members of an organised crime network, which defrauded victims across South East England out of hundreds and thousands of pounds have been sentenced to nearly 20 years in prison. In total the fraud involved 34 victims in Epsom, Leatherhead, Oxted and Guildford, as well as in Sussex, London, Hertfordshire and Devon. The network was later unravelled by the South East Regional Organised Crime Unit (SEROUCU), of which Surrey Police is a member. The ten members were convicted for a wide range of fraud and money laundering offences.

- Mark Walewski, 68, of Churt, a Hindhead dentist who abused his position of trust by fraudulently claiming more than £220,000 from the NHS has been sentenced to three years in prison. Over six years he used two variations to put in 6608 false claims to the NHS for private work he conducted and dental work which was never carried out. It was through the process of 'double claiming' where the former dentist, who ran the New Dental Surgery in Hindhead, was charging patients for treatment and then billing the healthcare system for the same work.
- Craig Gorringe, 28, has been sentenced to two years and eight months after pleading guilty to an attempted armed robbery in Epsom in November 2015. Gorringe walked into Lloyds Bank in Epsom High Street and demanded money from the counter staff, claiming he had a gun. However, workers could not see a weapon and he left shortly afterwards and was then detained after a brief chase.

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

### 2) More Visible Street Policing

#### Police Officer and Staff Sickness

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

Police officer sickness (rolling 12 months)	2.7%
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. Officer sickness is now at 7.1 days per person and staff sickness at 7.4 days.

#### Proceeds of Crime Act (POCA) performance summary FYtD December 2015

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

POCA scorecard	FYTD 2015/16	EOY 2015/16 Target
<b>Assets recovered (total value of cash forfeitures + value of confiscation orders)</b>	£750,020.96	£1,000,000
<b>Volume of confiscation orders</b>	38	50
<b>Value of confiscation orders</b>	£613,140.43	n/a
<b>Value of compensation paid from above confiscation orders</b>	£213,515.21	n/a
<b>Number of restraint orders</b>	6	n/a
<b>Number of cash seizures</b>	50	70
<b>Volume of cash forfeitures</b>	27	n/a

<b>Value of cash forfeitures</b>	£136,880.53	n/a
----------------------------------	-------------	-----

**Highlights include:**

Confiscation was granted on 23<sup>rd</sup> December 2015 regarding Parveen Akram. The benefit and available amount was £55,713.80 with compensation from confiscation. Akram was the manager of a care home and committed fraud using vulnerable client's bank accounts.

Confiscation was granted on the 15<sup>th</sup> December 2015 at Winchester Crown Court regarding Tanya Brookes. The benefit and available amount was £25,000, with compensation from confiscation of £5,734.97 payable to retailers defrauded by returning sale goods and claiming full price refunds.

Confiscation was granted on the 23<sup>rd</sup> December 2015 regarding Matthew Elderfield. The benefit was £120,918.99 however only £13,594.73 available. As there is a £107k difference between the benefit and available amount totals, should any further assets be identified, an application can be made under section 22 of POCA to increase the confiscation order by the value of the additional assets. This was part of a Serious and Organised Crime Unit (SOCU) drugs investigation under Operation Ypres.

**Examples of good partnership and visible policing**

- Operation Dragonfly, a drink and drug driving campaign set up by Surrey Police, jointly with Sussex Police and the Sussex Safer Roads Partnership, Drive Smart in Surrey and the independent charity Crimestoppers was a success with 76 people charged and a drug driver sentenced to 4 months in prison. The operation named people charged with drink and drug driving in a bid to raise awareness and highlight the dangers associated with getting behind the wheel when under the influence of drink or drugs. The operation has resulted in 76 people charged, 98 positive breath tests and a 37.5% positive rate of DrugWipe tests which can detect whether cannabis or cocaine is in a person's system within 10 minutes. The campaign was highlighted in December during the festive period, but officers will continue to pay attention to drink and drug drivers all year round.
- Officers from Woking Safer Neighbourhood Team launched a proactive operation, Operation Pen, which focused on identifying premises handling and profiting from stolen goods rather than the thieves themselves. In particular, alcohol was being stolen to order from major supermarkets across Woking and then sold to smaller licensed premises to profit from, those committing the thefts were often drug users looking to fund Class A drug habits. At the Every Day shop in Woking, the officers seized nearly £1800 worth of stolen alcohol on one visit alone. Two men were arrested at the store and convicted of handling stolen goods. The Surrey Police licensing team has also been carrying out test purchasing operations and the Every Day shop has now had its licence revoked by Woking Borough Council licensing sub-committee after overwhelming evidence demonstrated numerous and flagrant breaches of licensing law .e.g. sales of stolen alcohol, underage sales and sales to customers who were already intoxicated.
- An Antisocial Behaviour Injunction Order has been obtained against Nick Little, 25, Matthew Little, 21, and Benjamin Little, 18, for their notorious antisocial behaviour on the Sunbury community. The three brothers have been responsible for a series of

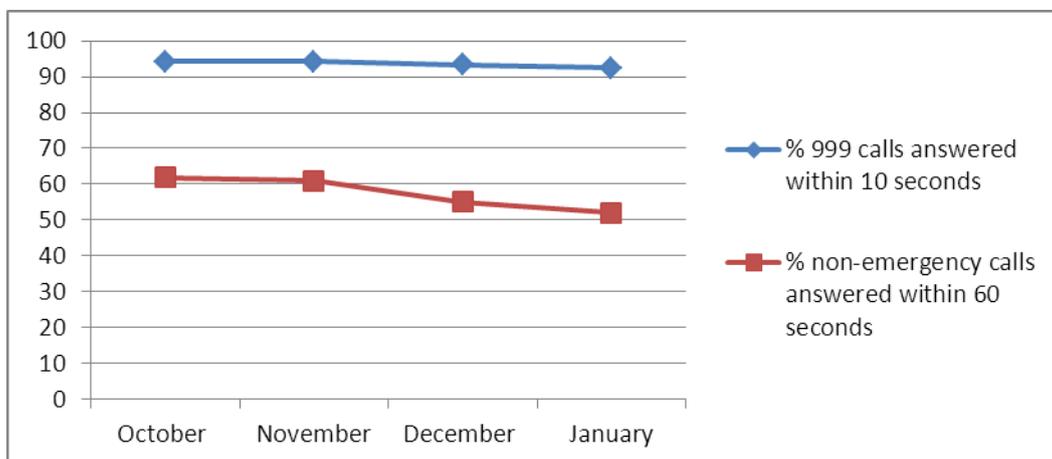
offences in the Spelthorne area, including several violent incidents, harassment and public order offences. The ASB injunction prohibit the three men from; Causing alarm, harassment or distress to anyone in Surrey, Approaching or contacting a number of named individuals and Entering parts of Spelthorne borough.

## 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 October 2015 to January 2016 .



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 January and FYtD 2015/16 is 92% which is a 0.6% decrease.

Performance for non-emergency calls has however decreased since October, decreasing from 61.9% in October to 52% at the end of January. Compared to the last financial year there has been a decrease of 6.1% in non-emergency calls answered within 60 seconds, currently 51.1% for 2015/16.

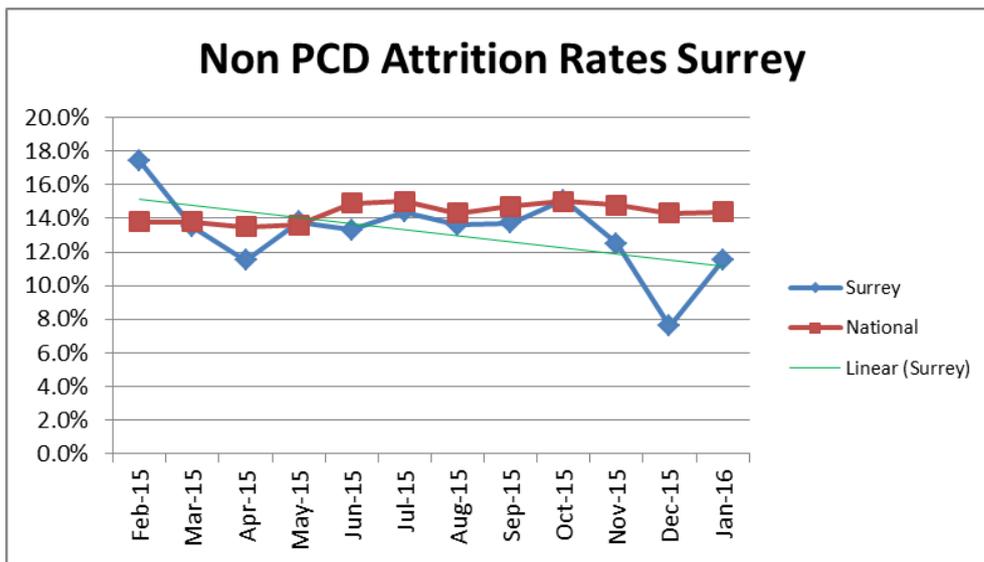
The main issues are in regard to establishment and at a time of increasing demand this is impacting 101 performance. The Contact Centre attrition rate is high and the Force is recruiting more to account for that and to reduce demand into the contact centre. An intake of 20 have just been recruited and currently being coached and trained for the role and a further intake is occurring in May. Improvement plans are in place and positive steps are being taken to improve 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 we have seen significant improvement over the past year with non-PCD attrition performance holding steady since December 2014. Non-PCD attrition data for all courts (magistrates and crown combined) was at its lowest level of 7.6% in December 2015 ranking Surrey as 3<sup>rd</sup> out of 42 constabulary areas. This has increased slightly for January 2016 with attrition standing at 11.5% ranking Surrey as 17<sup>th</sup> nationally.

Full performance data for February 2016 will not be available until the end of March but figures obtained from CPS up to 22/2/16 shows Surrey currently standing at 9.7% with a national ranking of 11.



**Victim Care -**

The below table shows the Force’s victim satisfaction performance so far this financial year to date (FYTD) compared with year end (YE) 2014/15:

	Year End 14/15	FYtD 15/16	%point Change
Overall crime victim satisfaction	85.7%	81.3%*	-4.4%
	Year End 14/15	FYtD 15/16	%point Change
ASB victim satisfaction	77.7%	77.1%*	-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 81.3%, which is 4.4% points lower than year end. Overall Satisfaction for January 16 (November 15 incidents) was 85.0%. This is an increase on the previous two months (November: 80.4% and December 81.4%).

Monthly results for January’s overall satisfaction (November incidents) have seen an increase in overall satisfaction for three out of four crime types (Violent, Vehicle and Hate Crimes); furthermore increases in satisfaction are seen for four out of five indicators. The

largest increases are seen for ease of contact (95.6%, +1.9% points), actions taken (79.6%, +1.8% points) and time taken to attend (91.4, +1.7% points), with a smaller increase seen for treatment (94.1%,+0.3% points).

Vehicle Crime 80.7% and Violent Crime 84.9% have both seen an increase in overall satisfaction this month (+8.1% points & +3.7% points respectively).

Due a change in Home Office guidance for 2015/16, the force is now surveying all hate crime rather than just racist incidents. FYTD the majority of victims interviewed have been satisfied with the overall service (85.6%)

### **Overall ASB Victim Satisfaction**

Overall satisfaction for anti-social behaviour was 77.1% in January 2016. The FYTD result for is now -0.6% points lower than the previous year end.

When compared to the previous year end, FYTD results remain lower for kept informed (52.2%, -6.6% points) and actions taken (63.3%, -3.2% points). However results for time taken to attend (72.4%, +4.2% points), ease of contact (87.3%, +3.4% points) and treatment (86.9%, +2.7% points) are all higher.

In the positive freetext, 32 out of 246 (13%) of the respondents surveyed discussed how the police did what was needed or what they wanted/expected them to do.

*"I did not really want the children to get in trouble; I just wanted the police to tell them off. I wanted them to talk through the acts they were doing to the children, why it was wrong and the consequences of it which is exactly what the police did. The children apologized, cleaned up the mess and went away."*

*"It was because all I really wanted them to do was to make sure everyone was safe so they came and made sure they were safe, so I can't expect any more than that. They did what I expected and hoped that they would do."*

Two new questions in relation to independent support services have been added to the ASB Satisfaction survey for from 12<sup>th</sup> February to 14<sup>th</sup> March (incidents that occurred in January). Approximately 300 respondents will be surveyed over this period and the responses will be collated and analysed with a view that they will help identify and inform what more we can do to help support victims of ASB, in collaboration with our partner agencies.

## **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, Guildford, Reigate & Banstead and Runnymede, including some Facebook panels. Issues raised included Anti-Social Behaviour, parking, speeding, CCTV, criminal damage and local crime. In addition to the LPBs, Surrey Police supported the PCC's summit in Waverley on 18<sup>th</sup> January and has supported further summits in Runnymede on 3<sup>rd</sup> February, Surrey Heath on 11<sup>th</sup> February and Mole Valley on 29<sup>th</sup> February.

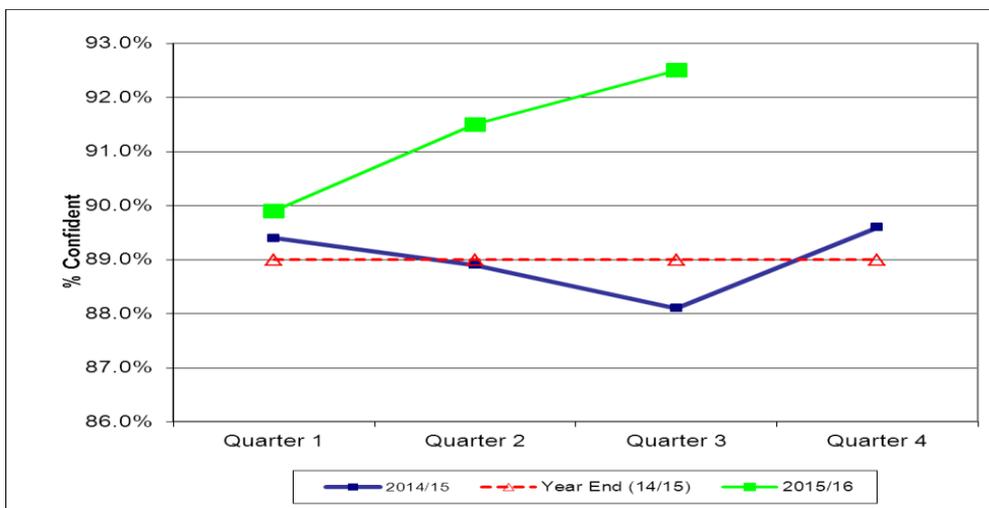
### **Public Confidence**

This table below presents findings for Surrey Police from the Joint Neighbourhood Survey (JNS) for the third quarter of the financial year 2015/16 (October-December).

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

Year End 14/15	Quarter 1 15/16	Quarter 2 15/16	Quarter 3 15/16	FYTD 15/16
89.0% (6410)	89.9% (1625)	91.5% (1623)	92.5% (1624)	91.3% (4872)

Overall public confidence has increased this quarter (+1.0%) to a high 92.5%. With East and West both seeing increases (+3.3% points and +0.8% points respectively) and a small decrease was seen on North this quarter (-1.8% points) to 90.3%.



There has been an increase in confidence since the last financial year from 89.0% stating very/fairly confident to 91.3% FYTD 2015/16. Public confidence in their neighbourhood police at a borough level has also increased and the figures for this financial year to date show all 11 boroughs achieving a confidence score of over 89%.

**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 93 officers over a 12-month rolling period. The main leaving reason continues to be to transfer to another police force with over a third (38.7%) using this reason. Another high leaving reason is resigned – alternative employment which 26.9% of unplanned officer leavers have used, however some transferees may have used this reason instead of the transfer to other force. The rate of police staff leaving for unplanned reasons has

decreased to the equivalent to 228 members of staff over a 12-month rolling period. The most common leaving reason is still alternative employment, which accounts for 57.9% of all unplanned police staff leavers.

**Police Pay and Conditions**

Implementation of the Winsor review recommendation, to link pay progression for officers in Federated ranks to satisfactory performance rating, is on course and a performance rating moderation process is being rolled out currently across the Force.

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

**Complaints and Discipline**

The complaint figures between Q3 of 2015/16 and the equivalent period for 2014/15 are remarkably similar. The number of complaint cases recorded is almost identical with only a 0.8% decrease this financial year, going from 122 cases to 121. The number of allegations has increased by 0.7% as the Force recorded 294 this financial year compared with the 292 for last year.

As expected, the two highest complaint categories are still ‘Other Neglect or Failure in Duty’ and ‘Incivility, Impoliteness and Intolerance’. In this financial year we have recorded 103 ‘Other Neglect’ allegations compared 91 in 2014/15, an increase of 13 per cent. The numbers for ‘Incivility’ allegations have decreased by 24%, from 37 to only 28. It is expected that the categories will fluctuate but it is positive to see that the complaints numbers are holding steady.

Within the Force there is currently 1 suspended officer and 2 suspended staff members. There are also 7 officers and 6 members of staff that are restricted due to on-going investigations which may lead to misconduct proceedings, with most being attached to Operation Ovid, which is an investigation into the circumstances surrounding the death of a woman while in custody.

From the 1st November to the 30<sup>th</sup> January 2016 there were 1 discipline hearings or meetings as shown in the table below:

Hearing or Meeting	Allegation	Outcome
Police Staff Gross Misconduct Hearing	Between 30 <sup>th</sup> March 2012 and 11 <sup>th</sup> November 2013 the employee accessed the Surrey Police Crime Information System (CIS) on numerous occasions to view 14 crimes associated with or linked to a person for which there was no policing purpose. Between 25 <sup>th</sup> July 2012 and 19 <sup>th</sup> January 2013 the employee accessed the Surrey Police Crime Information System (CIS) to view a nominal record and crimes linked a male on 10 separate occasions for which there was no policing purpose. Between 11 <sup>th</sup> January 2013 and 20 <sup>th</sup> June 2013 the employee accessed the Surrey Police Crime Information System (CIS) on 8 separate occasions to view a nominal record for which there was no policing purpose. On the 14 <sup>th</sup> January 2014 the employee accessed a NICHE	Dismissed without notice – Appeal received & is currently being reviewed

	<p>occurrence, a person was the primary aggrieved, and they then printed the occurrence and viewed the associated 39/24 for which there was no policing purpose.</p> <p>On 2<sup>nd</sup> January 2015 the employee accessed NICHE and ran a date range search between the dates of 19<sup>th</sup> December 2014 and 1<sup>st</sup> January 2015 to access an incident involving a person for which there was no policing purpose.</p> <p>On 20<sup>th</sup> July 2015 the employee accessed NICHE to create an occurrence summary list from which they accessed two records relating to a person and one relating to the theft from a garage for which there was no policing purpose.</p> <p>On 28<sup>th</sup> July 2015 the employee accessed NICHE to create an occurrence summary list from which they accessed two occurrences relating to a person for which there was no policing purpose.</p>	
--	---	--

### **Letters of Thanks**

Between 1<sup>st</sup> November and 31<sup>st</sup> January 2016 the Chief Constable received 24 letters of thanks and compliments to officers and staff from the public. Vulnerability featured regularly with 3 letters relating to reports of concern for the welfare of another and 3 relating to the actions of officers in relation to suicidal persons. Specifically, 2 members of the public who bore witness as officers intervened to prevent a person jumping from an M25 bridge wrote in independently of one another, and the Chief Executive of SECAMB wrote to compliment the officers who negotiated a suicidal person down from a multi storey carpark in Guildford. A letter was also received from the sister of a missing person to thank the officers who conducted enquiries at Christmas that led to her brother being located safely at Beachy Head.

The long term actions of officers also received praise, one letter from the parent of a young offender paid tribute to the work of the an officer from the youth intervention team who worked with her son. She described the impact on her family of the officers' work as changing their lives through the improvement in her son's behaviour that resulted. A detective and investigating officer were thanked by the victims of a fraud offence for their persistence and professionalism in securing a conviction against the offender in a case that took over 2 years to bring to trial.

The sensitivity of officers at difficult times was the subject of 3 letters, 2 thanked officers for the professional and caring manner in which they conducted enquiries following the unexpected death of a family member with a letter from Transform Housing, a service provider to vulnerable people, thanking the Major Crime Team for the way they handled their enquiries into the murder of Glenn Hack.

Burglary victims wrote to the Chief Constable on 3 occasions, each praising the actions of the officers and staff who attended the scene. Roads policing featured in 3 letters, with one praising the professionalism of the officers who attended a collision involving the author's wife and 1 which received positive press coverage where two RPU officers provided assistance to a female with a young child who broke down in flood water, going above and beyond to ensure that her and her daughter were provided for during an extended wait for recovery.

---

### **Recommendation(s)/Future Activity:**

The Police and Crime Commissioner is asked to note the current performance.

---

**Risks:** Performance risks are addressed through the Crime Performance Board chaired by the Temporary/Detective Chief Constable

---

**Attachments/ Background Papers:** N/A

---

**Contact details -**

**Name:** Juliet Parker/Sandra Gaches

**Job Title:** Strategic Planning

**Telephone number:** 01483 631409

**Email address:** Juliet.parker@surrey.pnn.police.uk