

The Chief's Brief

We have just received the most recent confidence and satisfaction statistics.

Sad to say that even with all the engagement we are doing, we continue to bump along at the bottom for **confidence**, this quarter at 57%.

There is some good news. Those polled said we have improved for engagement, fair treatment and effectiveness (even if only by 1 percentage point). We continue to do really well with **satisfaction**. This differs from confidence as those polled have actually had some interaction with us. 79% are satisfied with how we helped them/investigated their crime/stopped and searched them.

So our confidence figure is 57%, the lowest in London and some way off the highest (80%). But our satisfaction figure is 79%, one of the highest and much closer to the top performing Borough (84%). To know that those who have needed us found our service to their liking is really pleasing. It means we are getting it right in those face-to-face situations. But we still need to know why nearly half of those who haven't had reason to call us dislike what they see.

To try and change their minds, we will continue to shout out about good news stories, be that via newsletters, local press stories or our social media streams. We will keep **SHOUTING** – hopefully more people will listen. Our Safer Neighbourhood Teams will continue to patrol on foot and bike in the community, being seen by more and more people. They will have public meetings that will be

advertised in advance so the opportunity to say hello or discuss an issue is always available.

There is so much we are doing and telling you about. If you wanted to know about it, it's easy. If your mind is set and nothing's going to convince you otherwise, then there is always **subliminal messages** 😊

I've probably done confidence and satisfaction to death, so I am unlikely to return to the subject (unless we have a 20% jump!). Don't be grumpy – we are doing a good job. Honest.

T/Chief Inspector Rob Bryan



The best of the best

Last month saw several awards being given to Hillingdon officers and staff.

PC Nicholson and **PC Panesar** won the prestigious Commissioner's Excellence Awards in the Outstanding Bravery Award category.

And at the Volunteer Police Cadets Awards for London, **PC Dewey** won Cadet Coordinator of the Year, **PC O'Hare** won Cadet Staff of the Year and **Victoria Sullivan** won Cadet of the Year. Well done to all of them for their heroic or hard work.

Hillingdon's Beat

More excellent work by Hillingdon officers:

Just before Christmas we posted a story on our Facebook page about two officers helping out an elderly gentleman. Well done to **PC Dawson** and **PC Fowles** for going that extra mile. The story reached over 2M Facebook accounts, was shared over 3800 times and has nearly 4000 comments.

And everyone loves a dog story. **PC Johnstone** and **PC Joshi** attended an address to support the RSPCA



where it was believed a dog had been left alone for six days. After gaining entry the dog was found to have no food or water and

had clearly been abandoned for some time. The dog was taken to safety by the officers and the RSPCA are now dealing with the owner.



Policing is so much more than catching villains as these stories show. It's about compassion and passion too. Well done to **PC Targoni** who saw an elderly resident struggling on her journey and stopped to ensure she got there safely.

When we first investigate an incident, it can appear that WW3 has taken place because of all the crime scene tape. We have to investigate, and I would encourage everyone to wait until the investigation is over to get the facts rather than speculating. Well done **Emergency Response Team 3** who dealt with a man found in the street with a head injury. They implemented cordons to secure best evidence and ensured the injured person received immediate medical care. The incident was widely speculated about. One posting on FB suggested there had been an attempted murder! It soon became apparent that no crime had taken place and **Inspector Lewis** did a great job getting the real story out via WhatsApp, FB and Twitter as well as local

newsletters. Don't believe everything you read! (Except my newsletter ☺).

Great work by **DS Cairns** and his dedicated Burglary Squad. After an investigation spanning Hillingdon and neighbouring Boroughs they put Rupert Sinclair before the court on 4 burglary charges. He was convicted on all four charges and will be in prison for some years to come. Well done that team.

In response to requests from the community, **Sgt Charlesworth** and his team in Heathrow Villages have been tackling road safety, focusing on those who speed and those who just can't put their phones down, even when driving. A number of drivers will now be visiting the Magistrates Court.

This is an interesting area of policing. We receive so many requests to target bad driving, but when we do we get the inevitable complaints that it is easy pickings and done just to fill our coffers. To set the record straight, nothing in policing is easy, and we don't get any money as a result of sending someone to court or giving out tickets. Of those stopped, some were very well known to us, so the information Sgt Charlesworth gathered as to the vehicles they were using and the people they were associating with was invaluable.

And then there is the brave stuff that officers do everyday but hardly ever gets mentioned. **PC Stimpson** and **PC Christodoulou** were called to Cranford Countryside Park where they had to detain a man before arresting him in possession of these:



I am proud to work alongside officers who run towards danger everyday. Let's never forget the risks they take to keep us safe.