

88. As part of her induction training, ██████ received an input on terrorism and radicalisation.
89. ██████ resigned from Surrey Police in August 2014 prior to the conclusion of the IPCC investigation. If ██████ was still employed by Surrey Police the investigator recommends there would be a case to answer for misconduct.
90. ██████
91. Despite the ICAD not accurately recording information from Ms LaFave's call, there was still sufficient information for ██████ to acknowledge that further checks were required. The ICAD log recorded the callers grooming concerns and further recorded that Daynes potentially lived in Essex or Greenwich. ██████ should, on the balance of probabilities, have recognised a PNC check was required as local checks would not have intelligence on Daynes unless there had been previous interaction with him within the Surrey force area.
92. ██████ further stated call handlers were trusted to have undertaken appropriate checks and therefore, she did not believe further checks were necessary. If this is the case, this negates the need for call closers to undertake audit checks. ██████ closed the ICAD without ensuring appropriate intelligence checks had been completed.
93. ██████ should, on the balance of probabilities, have recognised the need for a PNC check to be conducted before the incident was closed, particularly as the locations provided for Daynes were outside the Surrey area. Ms LaFave believed Surrey Police would make contact on completion of the intelligence checks and provide her with an update
94. ██████ closed the ICAD without referring to the checklist for closers thus highlighting the need for the checklist to be made mandatory and not merely act as a aide memoir.
95. Surrey Police's Child Abuse Policy (page 6) focuses primarily on child sexual exploitation. There is a list of circumstances and behaviours to be considered in relation to suspects which lists grooming but offers no description on grooming techniques. The investigator recommends that the policy is amended to include examples of grooming techniques and methods, alongside training for staff.
96. Although the IPCC welcomes the new procedures implemented by Surrey Police to improve the call handling process around CSE, the investigator recommends that staff receive further training to accompany and reinforce the procedures.
97. Surrey Police do not have a call handling strategy and work to the National Policing Improvement Agency (NPIA) National Contact Management Strategy which states "*ensure contact management staff have the requisite skills, abilities and support systems to identify and manage risk, vulnerability and threat to safety*". As part of her induction training ██████ received an input on terrorism and radicalisation. ██████ had also attended training on 'Safeguarding – Every Child