

Chief Constable's Report  
to  
Kent Police and Crime Commissioner's Performance and Delivery Board

**MAKING KENT SAFER PLAN: DELIVERY AND PERFORMANCE**

Wednesday 14<sup>th</sup> September 2022

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**1. Strategic Overview.**

The Police Reform and Social Responsibility Act 2011 (section 7) sets the statutory requirement for the Police and Crime Commissioner (PCC) to have a Police and Crime Plan.

The Police and Crime Plan set by the PCC in consultation with the Chief Constable is called '*Making Kent Safer*' which sets out the priorities that will drive the work of the force, partners and the PCC's resources between 2022 and 2025, and the overall strategic direction for policing and community safety in the county.

The Making Kent Safer Plan complements the joint Mission, Vision, Values and Priorities of the Force and in order to drive operational and long-term priorities for crime prevention, intelligence and enforcement, the Chief Constable sets out a Control Strategy each year which is adjusted and re-aligned to meet any change in policing demand identified through intelligence analysis, highlighting key areas of policing. The Control Strategy for 2022/2023 holds Violence Against Women and Girls and Child Centred Policing at the very heart of this with particular focus on vulnerability, exploitation, high harm crime, serious violence and abuse.

The seven key priorities of the Making Kent Safer Plan are:

- Work with residents, communities and businesses to prevent crime and anti-social behaviour
- Tackle violence against women and girls
- Protect people from exploitation and abuse
- Combat organised crime and county lines
- Be visible and responsive to the needs of communities
- Prevent road danger and support Vision Zero
- Protect young people and provide opportunities

**2. Aims of the report.**

This report centres around the 7 priorities of the Making Kent Safer Plan and aims to focus on how the Force has delivered against the priorities in the period February – July 2022.

**3. Work with Residents, Communities and Businesses to Prevent Crime and Anti-Social Behaviour.**

The Force is dedicated to working with communities and local businesses to prevent crime and anti-social behaviour (ASB). Responding to the needs of local residents and communities, carrying out quality investigations, apprehending wanted persons and ensuring offenders are brought to justice are just a few of the measures of success.

Engagement remains a fundamental part of neighbourhood policing. Ward officers, youth engagement officers and community liaison officers lead on the engagement functions of the Community Safety Units (CSU) on behalf of the districts; there is at least one community liaison officer in each district. All districts actively use social media to engage with the public and attend partnership meetings with the local authorities. In addition to face-to-face engagement and use of

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traditional social media, Kent Police have launched a two-way engagement tool for residents, businesses and community groups in Kent called 'My Community Voice' (MCV). Currently 9,239 members of the community have subscribed to this tool in Kent and it is hoped it will be utilised increasingly in the future, enabling the Force to update users with news, alerts, appeals, engagement events and general policing activities. Kent's Neighbourhood Watch have implemented two trial areas for the transition of the existing email system to MCV. Newsletters and alerts will be sent over the new platform with the intention of building on the significant success of our existing NHW Scheme by engaging the local communities on what matters most to them through the MCV survey function. Through this engagement, officers and staff respond to the crime and ASB issues through the neighbourhood policing teams. This two-way engagement at NHW level has increased community intelligence and police visibility, keeping communities informed of the actions taken to address their issues.

The Force has dedicated Local Policing and Community Policing Teams on all districts across the county and these frontline areas of policing have continued to receive increased investment through the Police and Crime Commissioner's precept funding and the Government's Uplift Programme, and this will continue throughout the remainder of the Uplift period. Resources are being deployed in line with the Visibility, Vulnerability and Contact principles in mind, and where the threat, risk and harm most presents itself. The work in local communities is then complemented by an outstanding Special Constabulary, who actively and routinely assist Local Policing in their local communities and on dedicated days of action.

### 3.1 Victim Based Crime

	2022	2021	2019	% Change (22 & 21)	Number change (22 & 21)
February	11825	9986	12354	18.4%	1839
March	12951	11211	13689	15.5%	1740
April	12664	12096	13406	4.7%	568
May	12930	13125	15574	-1.5%	-195
June	13548	12461	13709	8.7%	1087
July	13524	15269	14375	-11.4%	-1745
<b>6 Month total</b>	<b>77442</b>	<b>74148</b>	<b>83107</b>	<b>4.4%</b>	<b>3294</b>

Victim based crime (VBC) has experienced an increase of 4.4%, with 3,294 more crimes between February 2022 and July 2022 compared to the same period last year. All months have seen an increase except both July and May, with July looking to be a low volume month, and well below expected levels. However, in comparison to the same pre-pandemic period in 2019 the table above demonstrates a reduction of 6.8% with 5,665 victims.

### 3.2 Anti-Social Behaviour (ASB)

The Force is committed to tackling ASB and results in the past have demonstrated that the action taken was successful. Responding to the needs of local communities, carrying out quality investigations, apprehending wanted persons and ensuring offenders are brought to justice are just a few of the measures of success. The most recent data for the period February 2022 to July 2022 substantiates this with a total reduction of 35.4% across the county as demonstrated below.

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	2022	2021	2019	% Change (22 & 21)	Number change (22 & 21)
February	1987	4571	2135	-56.5%	-2584
March	2290	4460	2711	-48.7%	-2170
April	2531	3863	2817	-34.5%	-1332
May	2678	3367	3152	-20.5%	-689
June	2577	3557	3156	-27.6%	-980
July	2967	3432	3755	-13.5%	-465
<b>6 Month total</b>	<b>15030</b>	<b>23250</b>	<b>17726</b>	<b>-35.4%</b>	<b>-8220</b>

ASB has experienced an overall decrease of -35.4%, with 8,220 less incidents. The decline in ASB is consistent and has occurred every single month but most notably during the period February-April 2022.

For this six-month period, the following ASB call types saw the largest reductions:

- Rowdy or nuisance gathering in Public reduced by 43.9% (-3890 incidents) compared to same period last year.
- Neighbour Disputes/nuisance reduced by 52.8% (-2539 incidents) compared to same period last year.

In comparison with the same pre-pandemic period in 2019 the table above demonstrates 2022 showing a decrease of 2,696 incidents which equates to a 15% decrease. The high level of incidents during the height of the pandemic in 2021 can clearly be seen above.

### 3.3 Working to Reduce Business Crime.

The Force has invested time in building excellent relationships with local businesses and partners, establishing the foundations to work in partnership to reduce business crime in Kent. It has been working to maximise the effectiveness of Business Crime Reduction Partnerships (BCRPs) and since February 2022 have held three Business Crime Seminars with inputs from the Police covering the following subjects:

- VAWG
- Child Sexual Exploitation
- Digital Asset Management System (DAMS)
- Policing the Platinum Jubilee
- Policing the World Cup
- Best Bar None
- My Community Voice

Seminars are attended by BCRP managers and key messages from seminars are cascaded to scheme members from both day and night-time economies countywide. Preparation has started with regards to the World Cup with briefings taking place to ensure the Police and businesses work together to ensure a safe drinking environment. Officers and staff continue to work closely with BCRPs and since February several have upgraded their radio systems from analogue to digital and others have updated their websites.

The National Association of Business Crime Partnerships (NABCP) is an organisation which oversees BCRP standards and assesses them to ensure compliance. It also monitors and spreads best practice nationally. The Coordinator of the Gravesend Scheme has recently been appointed NABCP Manager despite strong competition from elsewhere which demonstrates the confidence in Kent

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BCRPs nationally. The good work across the county continues with the Coordinator of the Ashford partnership being awarded the National Pub Watch Star Award for his work rolling out trauma packs, knife wands and running a well-managed scheme.

During the past 6 months the Business Crime Advisory Group has met on two occasions. Recent inputs from the Force include a briefing on 'Martyn's Law' which is a proposed piece of legislation that aims to create a coherent and proportionate approach to protective security to ensure preparedness for and protection from terrorist attacks and the important part that BCRPs can play in this. During these meetings members of the Force regularly update businesses on the latest trends in Cyber Crime and fraud scams both in real time and as standing agenda items at meetings. These are cascaded by members to other businesses.

The Force has also been supporting 'Best Bar None' which is an accreditation scheme supported by the Home Office and drinks industry that aims to improve standards in the evening and night-time economy. During this reporting period the Force has been working on a county wide roll out of the scheme where Steering Groups have been formed and officers trained to assess premises which have indicated a willingness to take part. The take up has been encouraging and assessments are ongoing now and will continue into the autumn.

### Burglary Business and Community

	2022	2021	2019	% Change (22 & 21)	Number change (22 & 21)
February	170	91	294	86.8%	79
March	174	95	315	83.2%	79
April	188	105	278	79.0%	83
May	171	130	323	31.5%	41
June	165	109	250	51.4%	56
July	166	121	249	37.2%	45
<b>6 Month total</b>	<b>1034</b>	<b>651</b>	<b>1709</b>	<b>58.8%</b>	<b>383</b>

Burglary Business and Community offences have experienced an increase of 58.8% with 383 more offences compared to the same period last year. This is a large increase, and one that should be noted by Intelligence to identify any common themes and trends. It should be noted however, that Covid-19 will have had a significant impact on 2020, and 2019 volumes, with Businesses closed and restrictions in place. In comparison to the same pre-pandemic period in 2019, the table above demonstrates a 39.5% decrease with 675 less offences.

There are some trends that have become apparent in the last 6 months and currently being monitored by the analysts and respective divisions and Crime Command. A current trend of cooking oil thefts from restaurants and pubs is being reviewed through local boards, with 36 offences since April 2022 reported on the east of the county. This is most likely a trend linked to the increase in fuel prices and the cost-of-living crisis. There is a national issue with at least one Kent offence linked to offences in Warwickshire and Herefordshire. It is not suspected that this is one group within Kent, but more of a commodity/market driven trend. There is also an Organised Crime Group conducting bulk and organised shoplifting, predominately targeting Tesco stores with 44 offences county wide have been identified since May 2022.

### 3.4 Burglary Residential

	2022	2021	2019	% Change (22 & 21)	Number change (22 & 21)
February	387	396	603	-2.3%	-9
March	433	389	686	11.3%	44
April	454	378	655	20.1%	76
May	401	386	620	3.9%	15
June	386	390	569	-1.0%	-4
July	414	408	615	1.5%	6
<b>6 Month total</b>	<b>2475</b>	<b>2347</b>	<b>3748</b>	<b>5.5%</b>	<b>128</b>

The Kent Police attendance criteria for all burglary offences where the offender is still at the crime scene, is an immediate police response from uniformed officers. Given the highly emotive and disruptive impact of residential burglaries on victims, where an offender is no longer at the scene, the call will still be treated as a 'High' for attendance. If there is a delay then a Detective Sergeant will review the circumstances and deploy an investigative officer if necessary to ensure victims receive a quality service. The vast majority of burglary residential offences are attended by a Crime Scene Investigator who will establish and retrieve any forensic evidence left by a suspect. There are exceptions where attendance may differ based on clearly defined parameters, for example where damage has been repaired and the victim has left (for example a landlord). Non-residential burglaries, for example of a shed or detached garage, are not always attended by an officer but remain subject to a CSI assessment. Other factors will also play a part in further attendance, for example if a victim is identified vulnerable following assessment by the Force Control and Incident Room.

Burglary Residential offences have seen a 5.5% increase, with 128 more offences compared to the same period last year. The period March-May 2022 appears to be a high-volume time for Kent Police, with the months outside of these seeing reductions or low increases. However, when compared to the same period pre-pandemic in 2019, the table shows there has been 1,273 less victims which equates to a 34% decrease.

### 3.5 Violent Crime

	Recorded Crime	Last year	% Change	Number change
February 2022	6754	6024	12.1%	730
March 2022	7340	6920	6.1%	420
April 2022	7092	7427	-4.5%	-335
May 2022	7561	8245	-8.3%	-684
June 2022	7753	7850	-1.2%	-97
July 2022	7796	9111	-14.4%	-1315
<b>6 Month total</b>	<b>44296</b>	<b>45577</b>	<b>-2.8%</b>	<b>-1281</b>

With regards to the Home Office counting rules Violent Crime includes a broad range of offences across a spectrum from non-injury reports to the most serious violence, including homicide. The Force's Control Strategy features quite heavily in this category, such as Sexual Offences, Domestic Abuse and Robbery.

Violent crime has experienced a decrease of 2.8%, with 1,281 less victims. The same period in 2020 saw 40,908 crimes recorded, which will be heavily impacted by Covid-19 restrictions and has therefore resulted in a large increase in both 2021 and 2022, when compared to 2020.

### 3.6 Robbery

	2022	2021	2019	% Change (22 & 21)	Number change (22 & 21)
February	111	88	176	26.1%	23
March	103	90	196	14.4%	13
April	103	95	153	8.4%	8
May	118	94	195	25.5%	24
June	113	67	136	68.7%	46
July	128	115	168	11.3%	13
<b>6 Month total</b>	<b>676</b>	<b>549</b>	<b>1024</b>	<b>23.1%</b>	<b>127</b>

Robbery offences have experienced an increase of 23.1%, with 127 more Crimes compared to the same period last year. As can be seen from the table above, all months have recorded an increase when compared to 2021. This is likely related to low volumes throughout the pandemic and is likely the Force returning to expected/forecasted levels. When comparing the same period in pre-pandemic 2019, 2022 has seen a reduction of 348 offences which equates to a 34% decrease.

### 3.7 Chief Constable's Crime Squad.

The Chief Constables Crime Squad (CCCS) continues to oversee serious acquisitive crime offences with officers in North, West and East with a Detective Sergeant each supervising their respective divisions. The Detective Chief Inspector and Detective Inspector continue to oversee this from a force wide perspective ensuring risk is minimised and Force priorities are supported. All residential burglary and robbery offences are reviewed by the team daily and ownership taken of those which fall within the service level agreement of the Crime Squad. However, consideration is of course given to threat, harm and risk and the CCCS will either take ownership or assist divisions with matters outside of this that pose the most threat and harm to the public and the Kent community. For example, providing tactical advice on matters where high risk offenders are outstanding to ensure their arrest is achieved in the timeliest way possible and evidence captured.

The CCCS continue to use both proactive and reactive approaches to tackling burglary and robbery offences. Offences relating to the theft of high value vehicles, burglaries targeting jewellery and cash and robberies with weapons have all been and continue to be investigated by the team whether standalone offences or a series. Highlighting the work into organised crime groups the West have investigated a significant series of high value vehicle thefts targeting not only victims in the west of the county but further afield beyond Kent. Despite the individuals having no previous police history, the investigation highlighted their criminal conduct and have been charged with offences of conspiracy to commit theft of motor vehicle offences and conspiracy to commit fraud.

Furthermore, the team have been successful in charging and remanding an individual who was committing distraction thefts against particularly vulnerable individuals by distracting them at cash machines. This individual had 41 impending prosecutions throughout the country often targeting the most vulnerable in society, it was evident how widespread the offending was. 15 charges were secured; 5 for theft offences and 10 for Fraud, ensuring this individual was prevented from further offending by remanding him at court. Therefore, whilst there is a focus on Burglary and Robbery offences the CCCS often take ownership of these matters where there is an ongoing risk and ensuring victims are safeguarded by the robust and timely action taken.

In April, the CCCS in the east of the county quickly identified several burglaries they considered to be linked. One of the victims who was elderly had disturbed the offender and was pushed over in the offender's attempt to quickly escape. Whilst the victim was not significantly injured, this individual clearly had the potential to cause significant harm as the offending was fuelled by

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substance misuse. He was quickly arrested, and further evidence secured so he could be charged and remanded in relation to 3 separate offences.

Robberies are a key component of the work of the CCCS, with a focus on those with weapons which invariably have a lasting impact on the victims who have been targeted. The Squad recently secured charges against a juvenile who had approached other youths in three separate offences. The matter was Hate Crime related and further compounded by the fact a weapon was used as a threat during this. It was recognised that these offences further placed the offender himself at further risk and the wider elements of the safeguarding around him were implemented.

Additionally in March the team investigated a serious knifepoint robbery in the west of the county in the early hours of the morning. The victim, who was filling his vehicle with fuel, was threatened by the offender with a large knife who was requesting keys for the vehicle. The victim, in fear of what may happen to him handed these over. In May, the team secured a charge for a robbery in a commercial premises whereby the offender entered with a knife and threatened the owner of the shop for the cash in the till. The offender became impatient and removed the cash themselves before leaving. Both of these cases were investigated by the CCCS and charges secured quickly.

Those noted are indicative of the matters investigated daily by the Crime Squad who continue to target the most prolific offenders and protect victims of crime and in the table below highlight some of the other work carried out during this period.

#### Crime Squad Rolling year total to July 2022

	<b>Rolling year total</b>
Arrests	<b>112</b>
Prisoners dealt with	<b>147</b>
Warrants executed	<b>79</b>
Positive outcomes linked to investigations -Caution -Other NCD	<b>265</b>
Charges-Total -BD -Robbery -Other	<b>448</b>
Stop searches	<b>31</b>
Intelligence submitted	<b>249</b>
Sentences	<b>196yrs</b>

#### **4. Tackle Violence Against Women.**

Tackling offences against women and girls has always been a prime concern for the Force with victims and witnesses being a top priority, and central to the Control Strategy for 2022/23. However, in order to enhance the service provided, a new strategy to tackle violence against women and girls (VAWG) has been implemented with the Force investing in over 900 officers to work in local areas specifically investigating the offences that relate to VAWG, such as Domestic Abuse and Rape Investigation.

Following the tragic murder of Sarah Everard, Kent Police immediately instigated a number of activities, including engagement with over 1,000 members of the public at meetings across Kent, and the introduction of a new Officer Identity Verification Check process. This process enables members of the public, if concerned about an officer's identity, to ask for a check to be made through the Control Room operator who will confirm the officer is on duty and respond on the officer's radio. On 25<sup>th</sup> August a total of 155 Officer Identity Verification Checks have been completed in Kent.

15 District based public engagement events were held between October 2021 and March 2022, with over 1000 members of the public having the opportunity to see and hear how the force is tackling VAWG. Events were Chief Officer led, together with senior leaders providing inputs with significant engagement with the audience. Lots of support was received from local partners and MPs at the events and feedback from the meetings led to some immediate changes and reviews of local patrol deployment strategies where concerns were raised around public safety in particular areas, in order to enhance the visibility of patrols at key times and locations.

The Force has been working within the National Policing VAWG Framework for delivery since December 2021. An ambitious timeline was set for forces to meet which included the development and publishing of a strategy and action plan. The public engagement held across Kent, directly led to the formation of a new Community Engagement Forum, which is now held bi-monthly and chaired by ACC Harman and also informed Kent's new VAWG Strategy. The work of this forum, the original Public Engagement Meetings led by Chief Officers, and the PCC's VAWG Inquiry, has enabled members of the public to directly influence, inform and shape the content and objectives within Kent's new VAWG Strategy.

The first quarterly submission has been made to the National Task Force for benchmarking, this included the review of VAWG related misconduct cases, progress against the action plan and the force skills profile. This showed several areas of strength, in particular that skills are high within our Rape Investigation Teams and there is a comprehensive plan in place to deliver against skills shortfalls which is tracked at a monthly meeting chaired by a Chief Officer (ACC Crime).

Kent have accepted an invitation to join the expansion of a police operation which is the response to the end-to-end review of rape. The project starts in October 2022 when a self-assessment will be undertaken, once the assessment is completed, officers and staff will work with academics and researchers to develop an action plan to deliver against the six pillars in 2023. The Force is in a strong position to deliver against this as the Regional Rape Improvement project that Kent designed with CPS has informed one of the pillars.

To promote the VAWG theme amongst officers and staff in May 2022 the Force held its annual Diversity and Inclusion conference with the VAWG theme of 'Discovery'. There were a number of external speakers who described their lived experience in challenging inequality, DCC Maggie Blythe provided an overview of the National VAWG work which was really informative. The new Kent Police sexism awareness video was also launched which was received well and has provided the platform for the internal Upstander programme to be launched

There are a number of innovative workstreams coming to fruition, including the operationalising of the VAWG dashboard, which highlights the highest harm offenders and locations using the



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performance framework set by the National Task Force. This data is being overlaid with the feedback from public engagement, findings from Part 2 of the PCC enquiry and Safer Streets funding to ensure the right people and places are targeted at the right times. A new 'Ask Angela' campaign is being launched on public transport and the project is being overseen by partnerships to extend the reach to public transport, as this was an area highlighted in part 1 of the PCC's Inquiry as a place where women and girls feel unsafe.

The Force continue to strengthen the system, having secured support from partners to include VAWG as a priority across the key partnership boards. Governance arrangements have been introduced at the Domestic Abuse and Sexual Violence Executive Group and the Kent Chief's Executive Board. In addition, we are leading the field nationally with a review of MARAC, which has resulted in a proposal for a fully integrated multi-agency team, with shared funding across the partnership. This will provide an improved and more resilient service and wider stakeholder consultation is underway.

#### 4.1 Rape Offences

The Force has established specific Rape Investigation (Phoenix) Teams to concentrate on this crime type; these are significantly harmful crimes that have a huge impact, not only on victims, but on how safe communities feel. There has also been the investment of Sexual Offences Liaison Officers (SOLOs) to ensure victims receive the highest standards of care, ensuring there is a single point of contact for any victim entering into the Criminal Justice System. The SOLOs attend reports of rape, secure and oversee initial evidence capture, provide key support, and safeguard victims all the way through the investigative process, culminating in attending and remaining with them through the duration of court hearings.

During the six-month period February to July 2022 rape offences have experienced an increase of 8.7%, with 95 more crimes compared to the same period last year. Notable increases were seen in February 2022, May 2022 and July 2022 when compared to 2021.

#### Rape

	Recorded Crime	Last year	% Change	Number change
February 2022	189	155	21.9%	34
March 2022	196	200	-2.0%	-4
April 2022	174	188	-7.4%	-14
May 2022	226	187	20.9%	39
June 2022	206	194	6.2%	12
July 2022	200	172	16.3%	28
<b>6 Month total</b>	<b>1191</b>	<b>1096</b>	<b>8.7%</b>	<b>95</b>

#### 4.2 Sexual Offences

	Recorded Crime	Last year	% Change	Number change
February 2022	521	446	16.8%	75
March 2022	592	560	5.7%	32
April 2022	534	572	-6.6%	-38
May 2022	683	641	6.6%	42
June 2022	581	620	-6.3%	-39
July 2022	587	565	3.9%	22
<b>6 Month total</b>	<b>3498</b>	<b>3404</b>	<b>2.8%</b>	<b>94</b>

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Sexual offences have experienced an increase of 2.8%, with 94 more crimes compared to the same period last year, with the largest increases experienced in the months of February 2022 and May 2022.

When looking at Rape in isolation, this Crime Type has seen an increase of 8.7% (+95) when compared to 2021. All but the month of April experienced an increase in volume of Rape, when compared to the same months in 2021.

## 5. Protect People from Exploitation and Abuse.

Abuse, exploitation and violence are a crime and a violation of an individual's fundamental human rights. The Force is committed to tackling these crimes and safeguarding vulnerable people from serious harm. The revised Force Control Strategy 2022/2023 highlights exploitation and serious violence and abuse as Force priorities, demonstrating its dedication to dealing with offenders and protecting victims and witnesses of these crime types.

### 5.1 Domestic Abuse.

In 2021, Kent Police responded to over 40,000 calls into the control room relating to Domestic Abuse (DA). DA is a key part of the VAWG strategy however it can affect everyone, men, women, mothers, fathers, brothers, sisters, colleagues, and friends. Kent Police is constantly seeking new ways to ensure DA victims receive the best service possible. The Force is committed to providing an enhanced intuitive response to victims of DA which will lead to changes in how some DA incidents are dealt with.

Domestic Abuse offences have experienced a 5.7% decrease, demonstrated in the table below, with 1,695 less offences compared to the same period last year. Notable monthly reductions are July 2022 (-574), April (-466) and March 2022 (-303).

### Domestic Abuse

	Recorded Crime	Last year	% Change	Number change
February 2022	4307	4291	0.4%	16
March 2022	4496	4799	-6.3%	-303
April 2022	4371	4837	-9.6%	-466
May 2022	4954	5051	-1.9%	-97
June 2022	4898	5169	-5.2%	-271
July 2022	5057	5631	-10.2%	-574
<b>6 Month total</b>	<b>28083</b>	<b>29778</b>	<b>-5.7%</b>	<b>-1695</b>

### Proactive Domestic Abuse Teams

These dedicated teams are working towards the new requirements and are delivering excellent results, working collaboratively with the DA Hub and Vulnerability Investigation Teams. They use a blend of data to identify offenders who pose the greatest risk and deliver a targeted approach to tackle their offending. Some examples of their excellent outcomes recently include:

- A DA offender, career criminal with links to gangs and drugs, assaulted his partner and damaged her vehicle. The Proactive DA team gathered intelligence and arrested the suspect as he re-entered the UK. The team recovered a large quantity of cash, expensive clothing and mobile phones so secured the support of financial investigators. The suspect was charged with money laundering and subject to a confiscation order to recover the seized assets and the DA victim was safeguarded through robust bail conditions.

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- A DA offender was identified as 'wanted on recall' following a series of burglaries and other crimes across the county. Extensive intelligence checks conducted identified an address where officers forced entry to find the suspect hiding in a cupboard and was arrested. He was recalled to prison and no longer poses a risk to his current or previous partner.
- A Proactive team took ownership for over 10 offences relating to one suspect, including a serious assault on his partner. The victim was fearful and felt unable to support a prosecution. The Proactive team actively located the suspect, carrying out an early arrest and secured a recall to prison. The team engaged with the victim, built her trust and she agreed to make a statement. Officers presented a holistic offending picture to CPS who agreed the only option was to charge the suspect, thereby safeguarding the victim.

#### Domestic Abuse Hub

The DA Hub is operating seven days a week as planned. The skilled workforce provides a prompt video response to DA victims, utilising video technology and telephony to capture evidence first-hand, assess risk, safeguard victims and make referrals to a wide range of support services. The team have very close links to the Proactive DA Teams who respond swiftly to priority taskings. Two examples of the cases dealt with recently are:

- A DA Hub officer was assigned to a caller and to obtain the details to record the crime fully. He was able to safeguard the victim and obtain a witness statement, all completed within an hour of the call. The DA Hub officer tasked the Proactive DA Team to arrest the suspect as a priority and within 4 hours a panic alarm had been installed for the victim and within 5 hours the suspect was arrested by the Proactive DA Team and a positive outcome achieved in the form of a DVPN.
- A DA victim called the police to report harassment, stalking and public order offences. Within 4 hours, a full account was secured via video, safeguarding was completed, a statement taken and the suspect arrested. This resulted in the suspect being charged and remanded for multiple offences.

DA Hub staff strive to ensure excellence in the service they deliver to victims. Of victims who received the video response, 100% surveyed were satisfied with the response. Some comments received include: "The officer was a breath of fresh air and I felt safer for having spoken to him", "I feel it was gold star service, amazing video consultation, the advice given was amazing, I have to say 5 star for everything", "I could see the officer, he was amazing and I felt connected and reassured."

Rapid Video Response (RVR) has attracted a lot of national interest and the NPCC want to work with Kent Police to promote the DA Hub as part of the policing response to the VAWG programme they are working on with the BBC. A full evaluation of the hub will take place imminently prior to further expansion of the DA Hub planned for the end of September.

#### Domestic Abuse Liaison Officers (DALOs)

The role of the proposed Domestic Abuse Liaison Officers is still being developed and is fully cognisant of the Neighbourhood policing review and the Offender Management Project, both of which are currently underway. The DALO role will also be subject to the three-month evaluation which will ensure best practice is adopted and a first-class service is delivered to the people of Kent.

## 5.2 Violence Against the Person (VAP)

	Recorded Crime	Last year	% Change	Number change
February 2022	6122	5490	11.5%	632
March 2022	6645	6270	6.0%	375
April 2022	6455	6760	-4.5%	-305
May 2022	6760	7510	-10.0%	-750
June 2022	7059	7163	-1.5%	-104
July 2022	7081	8431	-16.0%	-1350
<b>6 Month total</b>	<b>40122</b>	<b>41624</b>	<b>-3.6%</b>	<b>-1502</b>

This group of offences has experienced a decrease of 3.6%, with 1,502 less crimes compared to the same period last year. As can be seen from the table above, there has been a reduction in Crimes from April 2022 onwards, when compared to 2021.

When looking at where the decline is within the Crime Type of VAP, Stalking & Harassment has seen a reduction of 2,114 Crimes for the 6-month period, when compared to 2021, with all months seeing a reduction (excluding March).

## 5.3 Child Exploitation.

The Child Centred Policing Plan focusses on prevention of Child Exploitation and Child Abuse through drawing out policy implications from serious case reviews, national reviews, peer reviews and working groups. This in turn leads to suggesting, designing and testing adjustments to our policing approaches.

The Force has invested in dedicated Missing Child Exploitation Teams for each of the divisions, in order to safeguard those who are most vulnerable in our society, working closely with our partner agencies in doing so. They also work very closely with other teams and departments within the Force to share information, such as the County Lines & Gangs Team, the Schools Unit and Youth Engagement Officers. In addition, the Force's POLIT (Paedophile Online Investigation Team) continue to work tirelessly to pursue those offenders who again, seek to cause serious harm to those vulnerable. Whilst a relatively small team, and not one that is obviously visible to members of the public, their significant expertise and skill has achieved outstanding results in recent years and will continue.

During this reporting period an updated child exploitation awareness training package has been designed and is now being delivered across the force for all frontline officers and staff, including Special Constabulary and Cadets. The training will inform our approach to recognising risk, safeguarding and responding to victims of Child Sex Exploitation. The Crime Academy also has a CSE masterclass planned which compliments the wider training but focusses more on improving our investigative response.

The Central Referral Unit, as the Gatekeepers for safeguarding referrals, is piloting a new child risk assessment process across the force. The assessment utilises the AWARE principles to encourage professional curiosity, enabling officers and staff to identify risk and enable services to provide the right support from the outset.

The Kent & Medway Wisdom Working Group are due to have an inaugural meeting in September 2022 bringing all strands of child exploitation together in a multi-agency forum to discuss trends and cross partnership working to enhance the process which will feed into the strategic governance for child safeguarding partnerships.

The Vulnerability Knowledge and Practice Programme have completed the Child Sexual Exploitation peer review, the findings will be presented to Kent Police in September, when promising practice will be captured and shared nationally, and any areas identified to strengthen our approach will inform the VAWG action plan moving forwards.

#### **5.4 Organised Immigration Crime (OIC) and Modern Slavery and Human Trafficking (MSHT).**

Illegal entry to the United Kingdom remains one of the largest threats to the UK's borders. Significant numbers continue to attempt to enter the UK via marine vessels, aircraft and clandestinely in lorries, hidden in purpose made concealments or in the boots of cars. Illegal entry into the UK is considered an organised immigration crime (people smuggling). However, there is a causal link between organised immigration crime and human trafficking and modern slavery. There are thousands of cases nationally where individuals have been brought to the UK with the intention of exploiting them, thus becoming human trafficking. The exploitation (modern slavery) can take a number of forms but is predominantly borne through sexual, criminal and labour exploitation, and domestic servitude.

Modern slavery and human trafficking (MSHT) is unfortunately prevalent in communities and remains a hidden crime that is not always easy to identify and tackle. Due to the geographical location of Kent, the county acts as a gateway to and from the continent which organised criminals seek to exploit through the trafficking and exploitation of those most vulnerable in our society. This crime type is often complex in nature, requires the support and co-operation from our partners and considerable investment to develop intelligence, investigate, disrupt those responsible for facilitating it, to safeguard those affected and ultimately to prosecute those responsible for seeking to profit from the misery of others. Predominantly the demand in Kent is linked to those exploited through county lines offending closely followed by forced labour and sexual exploitation.

Kent Police is committed to working with our partners to tackle this crime and is part of identified priorities under the Force Control Strategy. With the introduction of the Modern Slavery and Human Trafficking Team (MSHTT), Prevent & Protect Officers and the implementation of a myriad of training programmes, officers have a better understanding and ability to identify victims and implement appropriate safeguarding which place them in an excellent position to combat this crime type going forward. This wider understanding helps ensure more victims are referred through the National Referral Mechanism, generating more investigative opportunity and ensuring those most vulnerable receive effective support to help them cope with the trauma they have suffered and eventually reintegrate with society. During the period February 2022 to July, Kent Police have submitted 249 NRM referrals.

Kent Police instigated the formation of the specialist MSHT Team in 2019 and they investigate all such offences that have been identified as within the remit of serious and organised criminality and/or of a complex nature. In addition, the team have an initial oversight and quality assurance of modern slavery and human trafficking investigations within the Force at commencement to ensure that all investigating officers can receive bespoke guidance and support throughout their investigations and to continually improve the level of service provided to victims of these crimes.

The introduction of the MSHT Team has seen the force much better placed to deal with these types of offences and safeguarding with the workload being prioritised based on threat, harm and risk. The Force has an established Multi Agency Hub (MAH) based in the east of the county; introduced to allow co-location and inter-operational partnership working between the police, Border Force, Immigration Enforcement, HMRC and the National Crime Agency and in order to collate, review and disseminate MSHT intelligence effectively and to inform a collective response.

Over the past 6 month period during the Serious Crime Directorate's (SCD) Monthly Tasking and Coordination Group meeting, the Kent Analytical team provide a tactical assessment which includes

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intelligence and recommendations in relation to a number of crime types, including OIC and MSHT. This enables discussion to be had amongst the SCD SLT regarding whether or not further intelligence development is required, and / or whether or not an investigation is to be adopted into SCD. In addition, the meeting is a mechanism for relevant leads to ensure targeted activity is undertaken against appropriate criminality and that regular updates are provided across our SLT to ensure we continue to focus on the highest threat, harm and risk criminals and Organised Crime Groups. Below are some examples of work SCD have undertaken recently regarding MSHT offences:

A Vietnamese male called 999 reporting he had been kidnapped and bundled into the back of a lorry. The male's phone identified his location in Kent and patrols attended the area and located two Vietnamese males in the back of a HGV. As a result of police enquiries, 4 males were arrested, charged and remanded for Conspiracy to Kidnap and Conspiracy to commit the offence of kidnapping or false imprisonment with intention of committing human trafficking offence.

In another case, intelligence was received indicating that a male living in Kent was involved in human trafficking. The male was believed to be working with an Albanian OCG. A vehicle used by the male in question was flagged to border force and was stop checked in July 2022 returning to the UK from France. Upon a search of the vehicle, 4 Albanian males were found in the boot of the vehicle. The driver was arrested.

## **6. Combat Organised Crime and County Lines.**

The Force understands the challenges in tackling organised crime and the significant impact the associated crime types can have on victims and the wider community. Led through the Kent and Essex collaborated Serious Crime Directorate and the Kent Crime Command and delivered locally through CSUs and local teams, the Force is committed to actively combat organised crime and county lines activity in the county.

### **6.1 Organised Crime Groups (OCG)**

The Serious Organised Crime (SOC) team deal with the offences that cause the most threat, harm & risk within Kent targeting Organised Crime Groups (OCG) who erode the economy and communities, those that are responsible for drug importation and supply, firearms offences, aggravated burglary, and theft of ATMs, amongst other high-profile crimes. These crimes have a significant impact on the public; the OCGs ruthlessly target the most vulnerable, ruining lives. Serious and organised crime is defined as individuals planning, coordinating and committing serious offences, whether individually, in groups and/or as part of transnational networks.

The SOC team continue to work jointly with the Force Intelligence Bureau, sharing intelligence to build a detailed picture of the threat, risks and harm posed. This allows us to better understand serious and organised criminals and their vulnerabilities more effectively and target disruptions to greater effect. The Force work with a wide range of other investigative and enforcement agencies who play key roles in tackling specific serious and organised crime threats. These include but are not limited to HM Revenue and Customs Immigration Enforcement and the Serious Fraud office.

In August 2022, there were 48 active Organised Crime Groups in Kent. In the last 6 months, there have been a total of 94 OCG disruptions in the county. Below is a snapshot of results achieved by SCD against OCGs in Kent between January and July 2022:

- 73 arrested
- Over £5.1 million cash seized
- 69 warrants
- 26 charged
- 101.2 years sentencing
- 10.1 kg of cocaine seized

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- 29.2kg of class B

Some examples of results achieved against OCGs in Kent during this reporting period include Mark Dinnage who was arrested and charged for conspiracy to supply Class A drugs and was sentenced to 12 years imprisonment following a guilty plea. Another example was Billy Williams who was sentenced at Maidstone Crown Court on 8th April 2022 to life imprisonment to serve a minimum term of 18 years for a violent attack, sexual assault, burglary and false imprisonment of an elderly victim at their own home.

The Organised Crime Management Unit (OCGMU) now has a full complement of staff including 3 OCG Co-ordinators who represent each division in the county, 4 Police Constables, and a Police Sergeant to supervise the Unit. Since its inception in September 2021 the Unit has increased the amount of Mapped and Scored OCGs by 28%. The unit has worked hard to become an approachable far-reaching and efficient Unit, working well with others in streamlining the development and OCG nomination process. The OCGMU has focussed on educating officers and staff in how OCGs operate, how to identify them and advise on the management and inter-departmental drive on existing OCGs. They have delivered OCG awareness training, including bespoke training to the ICIDP Investigators courses and the Probationers training courses. Further training has been delivered to LROs (Lead Responsible Officers) with the aim of improving their knowledge and encouraging early identification to enable disruption capture.

The OCGMU has developed a strong inter-departmental relationship between the Analysts and Divisional Intelligence staff, attending all SOC panels and boards on division as a visible presence, enabling trends and crime series linked to gangs to be easily identified. The OCG Co-ordinators are well versed in the 4P plan process and are fully invested in providing advice and guidance on a daily basis to LROs and R&D Officers ensuring this process is streamlined and effective. The OCGMU also liaise directly with Prison and Probation partners in order to 'Lifetime manage' offenders and have imposed prison conditions and licence conditions on OCG members.

## **6.2 County Lines.**

Kent has 3 divisional County Lines and Gangs Teams (CLGT) who provide a proactive and preventative capability to reduce the harm caused to Kent communities from County Line criminality and Kent-based Gang activity. The CLGT investigate the County Line activity which carries the greatest threat risk and harm. The County Lines targeted by the team are those who supply controlled drugs and fit the current NPCC definition taken from the 2018 Home Office Serious Violence Strategy:

'A County Line is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other forms of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence and weapons.'

The County Line Threat Assessment Matrix is used to prioritise the work of the CLGT. Before a County Line is scored to be entered onto the Matrix it must fit the above definition with auditable information as to how it fits the definition. The matrix scores are determined using various threat, risk and harm factors. It prioritises County Lines which exploit children and the vulnerable, providing an effective response to the most vulnerable people, tackling violence, and taking a child-centred approach. The divisional CLGTs will undertake the investigation of the top 30 scoring County Lines on each division, however where there is an operational need to flex across divisional boundaries to tackle increased threat, risk and harm (TRH) within a given district or division then the CLGT will retain the ability to do this.

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In February 2022, there were 45 active Lines within Kent with high TRH scores but with focussed work from the teams this has been reduced and in July 2022 the number of active lines was 37. During this time over 60 suspects were arrested, 54 charges secured with over 36 drug seizures and 23 weapons seized. The prison sentences for those concerned in supply have a total combined sentence of 70 years. Other examples of the teams' excellent work include in February 2022, a suspect was sentenced to 45 months for being concerned in the supply of class A drugs, crack cocaine and heroin and in April 2022 the principal suspect Dequan Brown was arrested in possession of a Line phone, firearm, £10K cash and class A drugs with an approximate £40k street value and was later sentenced to 12 years in prison. In May 2022, 2 suspects were each sentenced to 10 years for their involvement in a GBH case, attempt murder investigation and possession of a bladed article.

The divisional County Lines teams also have 5 County Line intervention Officers (CLIOs) and a co-ordinator they seek to bring together a coordinated response to those vulnerable adults and children who are 'at risk' of criminal exploitation, ensuring effective liaison with the Missing Child & Exploitation Team (MCET). The CLIOs have been working closely with vulnerable children and young people identified through the teams' activity. Their work is contributing to changing the lives of young people, for example, intervention work with a confirmed 16-year-old runner for a drug line has led to him engaging with officers and he is now on a construction course.

The CLGT continue to work in strong collaboration with partners within the Metropolitan Police Service (MPS); where working together sharing cross border information and intelligence is increasing prosecutions for dealers crossing into Kent from the MPS. Further work with other collaborative partners has seen close working links with British Transport Police (BTP) running regular train station operations and joint disruption team operations across the county. The most recent being July 2022 where a principal member of one of the Lines was arrested. CPS authorised 10 charges; the male was linked to 2 previous stabbings and was found in possession of a large 2 feet hunting knife, drugs and cash.

Kent Police Central Team commenced in February 2022 to dismantle County Lines that pose the highest threat risk and harm on Kent communities by identifying upstream opportunities and developing Lines identified by the divisions which require a complex investigation and potentially covert tactics. They seek to identify those controlling the Line holders and profiting from the supply of Class A drugs. The team has so far arrested 20 suspects and had convictions to date of 9 years and 4 months.

The Force Crime Command is now responsible for the Prison Team within Kent, investigating crime that occurs within the 7 Kent Prisons. The team consists of a sergeant and seven constables who work closely with the CLGT relating to County Lines activity within the prison. A number of proactive operations have been completed looking at County Lines and their continued activity within the prison estates such as Cookham Wood

Looking to the future the teams will continue to develop using covert policing tactics to arrest, charge and convict those that are operating at this level. Kent Police is committed to tackling this type of criminality which causes misery to vulnerable and exploits members of the local communities. We will continue to evolve our investigative and safeguarding response to ensure that the county is a safe place for people to live, work and visit.



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Results for Feb 2022 to July 2022 from the County Lines and Gangs Team are as follows:

	<b>Feb to July 2022</b>
<b>Arrests</b>	<b>67</b>
<b>Prisoners dealt with</b>	<b>57</b>
<b>Warrants executed</b>	<b>59</b>
<b>Charges-Total</b>	<b>54</b>
<b>Weapon Seizures</b>	<b>23</b>
<b>Sentences</b>	<b>70 years plus</b>

## **7. Be Visible and Responsive to the Needs of Communities.**

Providing visible and local policing is at the heart of the policing model and remains a priority for Kent Police. Engagement is a fundamental part of neighbourhood policing and it is vital that the Force are responsive to the needs of the different communities by continuing to adapt and ensure the channels of communication are accessible for all.

Each of the 13 Districts is served by their own dedicated Local Policing Teams and Community Safety Units. CSUs focus on prevention, deterrence and community engagement, working in partnership to problem solve local issues, particularly where there is vulnerability and community-based crime and ASB. There are now an additional 28 school officers working across 68 schools in the county. This will see a controlled uplift working towards an implementation in total of 70 school officers, each providing a named officer for all secondary provision across Kent and Medway.

### **7.1 School Officers**

The School Officers Team receive extensive child centred Continuous Professional Development (CPD) to reflect the specialisms around rapport building, engagement tactics, early intervention identification and partnership working. The rapport building and familiarity of Schools Officers with young people in their schools has directly led to disclosures including child abuse and county lines which have enabled Schools Officers to implement safeguarding protocols. The officers have played a key part in the success of the introduction and support specifically from Op Encompass which is a police operation whereby schools are informed of all domestic abuse incidents and other serious crimes that have occurred at a child's residence to support schools in safeguarding children.

School Officers joint work with 'Fearless' and St Giles Trust to educate children around Child Sex Exploitation (CSE) as well as working with the Violence Reduction Unit to roll out the Knife Pledge which is aimed at teaching children why they should not carry knives, working towards reducing knife related crime. Further work includes early intervention partnership working with teachers through Prevent Referrals, utilising the relationships developed with teaching staff and designated safeguarding leads in schools to promote professional curiosity and unpack concerning behaviours to enable early intervention work to take place.

During the past 6 months the School Officers have delivered school transition talks to over 5000 Year 6 students, introducing the role of School Officers, discussing the changes from Primary to Secondary schools and reiterating school safety messages. Weekly recruitment events have taken place to engage teenagers and young adults and these have resulted in positive engagement with

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young people leading to disclosures. Various drug dealing arrests have also taken place in and around schools by the team, to protect young people being targeted for sales.

The team have also dealt with missing children, working with schools, agencies and internal departments to find and understand the causes of the missing episodes and working with the young person on addressing the root causes and preventing further missing episodes. (71 in the past 12 months). They have also worked on a programme of intervention activity planned over the summer holiday period supporting Community Safety Units in engagement and intervention activity with young people, in particular ASB interventions.

## 7.2 Mental Health and Section 136 (s.136) Detentions

There continues to be a sustained focus to improve the partnership response to people in crisis ensuring they receive a first-class service from the relevant agency at the point of contact. Kent Police has improved the collection and use of data, to deliver enhanced training, ensuring the appropriate intervention is made when dealing with people in crisis. This work has resulted in better outcomes for vulnerable people by the reduced use of police s.136 powers of detention.

The table below shows the number of s.136 detentions for the January-July period for the past 3 years. Detentions have continued to reduce since December 2019. This year's detention figures show a decrease of 47% on 2020 and a 35% decrease on last year's figures.

2020	2021	2022
Jan 146	Jan 110	Jan 76
Feb 155	Feb 144	Feb 67
Mar 138	Mar 132	Mar 69
Apr 113	Apr 99	Apr 87
May 160	May 125	May 108
Jun 150	Jun 128	Jun 69
Jul 189	Jul 117	Jul 80
Total 1051	Total 855	Total 556

This has been an incredible step change resulting in less police and partner hours dealing with s.136 detentions with a focus on ensuring the patients are receiving the right intervention by the right service at the right time. Despite the Littlebrook place of safety having reopened in April 2022 the Force still see a large number of individuals being taken to an Emergency Department in the first instance, purely to wait for a s.136 assessment suite to become available.

Joint mental health training has been developed with partners that is set to commence delivery in the Autumn/Winter 2022 across all agencies that come into contact with individuals in crisis. The continued use of the 836-advice line, which provides clinical advice for front line officers prior to making decisions to detain individuals, is essential. It remains that once 2 individuals have been detained subsequent calls to 836 for advice take longer for the service to respond to, which leads to detentions being made without contact to the service. This continues to be an area of concern that is raised with our partners and work is underway to ensure there is an investment by partners into this service whilst a new NHS 111 mental health option is developed in Kent.

Our changing internal culture, seeking advice and using less restrictive options to respond to individuals in crisis has led to a reduction in demand for ourselves and our NHS partners. Proactively ensuring officer compliance around detentions being made as a result of following tactical advice from the 836 service has enabled officers and staff to effectively identify and challenge system issues.

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Partners are in the process of reviewing the current funded Safe Havens to offer an alternative but complimentary service for people in mental distress and self-defined crisis to Kent & Medway Mental Health Provider's current offer. The intention is to reduce usage of emergency and acute mental health services by preventing crises escalating to emergency or physical or mental health acute services and build resilience within individuals and communities through networking and facilitate peer support.

To improve the initial response to people in crisis our partners are developing a 24/7 response model which will include NHS 111 mental health line allowing the person in crises to speak with a mental health practitioner and if required send a mental health response vehicle. The introduction of Safe Havens with clinical practitioners, 24/7 access to support through 111 and the ability for partners to send an appropriate mental health resource to the person in crisis will be transformational in providing a quality service to patients ensuring the right resource at the right time.

### **7.3 Special Constabulary**

The Force is lucky enough to have 280 Special Constables with 35 candidates in process for recruitment. There has recently been a focus on improving the College of Policing transition process for Special Constables to Police Constable which is assisting with the increase in recruitment for the PC uplift plan.

The Kent Special Constabulary carry out an average of 60 events within their communities each month in addition to local policing duties; such events in the past 6 months have included pro-active traffic enforcement, Community Safety duties, community events such as the Force Open Day and the Kent County Show and working with Cadets on patrol. During this time, a total of 54,204 hours were volunteered by Kent Specials.

Training has continued in the form of driving courses, public order, method of entry and TRIM. Additionally, following a change in legislation SCs are now members of the Police Federation which has been well received and there are now 6 SCs who are trained in and deploying TASER. All these training elements, help to ensure SCs deliver the best service possible to their communities, providing much needed support to their regular colleagues.

### **7.4 Community Policing Volunteers**

Community Policing Volunteer (CPVs) have been specially trained in a number of areas within the Force that are specialised. There are 18 Canine CPVs in the unit and they assisted greatly at the recent Open Day and other public engagement events and community work. Their work sees them liaising with partner agencies regarding investigations, enquiries, assisting with enforcement, community and internal organisational welfare support.

There are now 19 Aviation CPVs supported Kent Police and communities by providing incident related aerial reconnaissance and reporting (Op Brock). They also attended the Open Day and received very positive community feedback. The 6 PCSO CPVs have also been working hard supporting communities by providing engagement and reassurance in line with CSU activities and through Force Neighbourhood Policing priorities. They attended the Open Day and multiple community events, with thanks received from community leads and good work reports received for incidents attended in support of regular officers and PCSOs.

There are currently 3 Joint Response Unit (JRU) CPVs in Kent who, in the past 6 months, have provided response based medical and law enforcement and community reassurance to communities across the county. Other strands of CPV include 9 Security CPVs and 14 Equine CPVs with a future strand of Coastal CPV to be progressed imminently. Many future CPVs are waiting in the recruitment, vetting and training channels.

Community Speedwatch

There has been an increase in active schemes with an average of 3,500 letters being sent out each month over the last 6 month period to speeding drivers. There has been tangible benefits and positive feedback received regarding the PC attachment to Speedwatch and this has now led to the post being made permanent, helping to keep Kent roads safe with the intention of encouraging drivers to slow down.

**7.5 Force Crime and Incident Response.**

The public rightly has an expectation that they will be able to contact Kent Police when they need to in a variety of ways that work for them, whether that be to report an emergency, report a crime, seek advice, offer information, or express an opinion. When they do make that contact, they expect to receive a timely and appropriate response. The Force encourages individuals and diverse communities to engage and make contact with confidence, by making its services accessible, appropriate, easy to use and safe. It continues to effectively handle 999 and 101 calls, but also maintain other methods of contact, such as online and through personal interaction, to ensure it is open to all and can respond to user needs and situations. Communication is key and the Force recognises the importance of adapting and being flexible and developing modes of communication to suit all.

**Force Control Room (FCR) Contact:****999 Emergency call handling:**

<b>999 call totals:</b>	<b>Feb 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>July 2022</b>
<b>Calls Received</b>	26,840	29,044	29,188	32,193	33,054	38,069
<b>Calls Answered</b>	26,658	28,772	28,967	31,967	32,567	37,261
<b>Calls Not Answered</b>	182	272	221	226	487	808
<b>% Not Answered</b>	0.68%	0.94%	0.76%	0.70%	1.47%	2.12%
<b>Average Queuing Time</b>	14s	18s	16s	15s	20s	27s
<b>Average Talk Time</b>	4m 36s	4m 58s	4m 57s	4m 47s	4m 45s	4m 45s

Over the reporting period, the attrition for emergency calls has remained in a stable position with an improved average compared to the previous reporting period of 1.11%. The overall financial year calls attrition is 1.31% which is well within the aspirational national benchmark of 2%. Call queuing times have fluctuated since the previous reporting period, holding at an average of 10.8 seconds and talk time has remained stable at 4 minutes 44 seconds. Despite the increase in 999 calls, public satisfaction has not been significantly impacted and there has been no increase in dissatisfaction complaints coming through to the command.

Overall, the volume of emergency calls continues to rise in line with national trend. Despite this, given the threat, risk and harm within these calls, the primary focus of the command is to protect emergency call handling and despite July being a particularly challenging month, on the whole 999 performance has remained stable, with all non-answered calls being recovered daily.

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101 Non-Emergency call handling:

<b>101 call totals:</b>	<b>February 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>July 2022</b>	<b>August 2022 up to 22<sup>nd</sup> August</b>
<b>Calls Received</b>	25,927	28,632	27,123	29,759	30,979	29,816	19,895
<b>Calls Answered</b>	19,826	19,273	19,464	23,379	18,604	13,385	13,234
<b>Calls Not Answered</b>	6,101	9,359	7,659	6,380	12,375	16,431	6,661
<b>% Not Answered</b>	23.53%	32.69%	28.24%	21.44%	39.95%	55.11%	33.48%
<b>Average Queuing Time</b>	4m 47s	7m 42s	5m 57s	4m 01s	9m 21s	15m 19s	6m 13s
<b>Average Talk Time</b>	8m 03s	8m 54s	8m 24s	8m 08s	8m 41s	9m 03s	8m 30s

Whilst the volume of non-emergency calls received during this period is high, it continues to decrease year on year comparatively. However, the totality of non-emergency contact demand is growing considerably when taking digital contact into account. The command has utilised messaging to encourage the public to use digital channel choices and the Interactive Voice Response has been adapted to be able to be phased in response to demand. Where there are significant increases in 999 demand the Force Incident Manager can authorise messaging for a time limited period in line with demand that directs non-emergency calls to digital where possible. This supports the strategic aim of protecting our ability to answer emergency calls and provide an effective service to the public.

The percentage of unanswered non-emergency calls remains challenging and saw significant peaks in July due to huge spikes in 999 emergency calls, combined with current resourcing challenges. The overall financial year to date position has deteriorated from 23.88% to 33.49% non-emergency call attrition and call queuing times have increased to 7m 51s.

August figures have been included to demonstrate a better picture emerging for this month. The figures in purple are for the period 1<sup>st</sup> – 22<sup>nd</sup> August 2022 and are the most up to date figures obtained. The percentage of non-emergency 101 calls not answered has improved considerably from 55.11% to 33.48% and it is hoped that once we have all the data for August, the whole picture will start to look much more positive.

Digital Contact

<b>Digital Contact:</b>	<b>Feb 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>July 2022</b>
<b>Number of Digital Contacts into FCIR</b>	8,676	9,545	8,867	9,827	10,532	13,513

Overall, digital demand into the FCIR has continued to increase exponentially over the past 6 months. This equates to an average 17.5% increase compared to the same reporting period in 2021. This is positive as it offers an enhanced service to the public given their ability to select and self-serve via a channel of their choice 24 hours a day providing an effective and customer focussed service.

Online Crime Reporting (OCR):

<b>OCR totals:</b>	<b>Feb 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>July 2022</b>
<b>Number of 'Report a Crime' Submissions</b>	3,488	4,061	3,644	4,002	3,710	4,055

Online crime reporting continues to increase with a 42% increase compared to the same reporting period last year. Again this is a positive increase allowing channel choice at the most convenient time for victims of crime.

Live Chat

<b>Live Chat totals:</b>	<b>Feb 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>July 2022</b>
<b>Live Chat volumes</b>	3,725	3,951	3,799	4,204	5,428	7,852

Live Chat is now well embedded as a contact choice and continues to grow in terms of demand. It allows a flexibility of service by the Command enabling the effective use of any home workers in addition to those in the building. Given that most operators are able to manage up to 6 Live Chats at the same time, there are obvious efficiencies in service delivery, whilst providing an effective and customer-focussed quality service to the public at a time of their choosing through their preferred channel.

**Investigation Management Unit (IMU)**

<b>IMU &amp; Crime totals:</b>	<b>Feb 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>July 2022</b>
<b>Recorded Crime</b>	13,563	15,038	14,623	14,849	15,656	15,777
<b>Cancelled Crime</b>	518	708	345	727	468	601
<b>% of Total</b>	3.7%	4.5%	2.3%	4.7%	2.9%	3.7%

Recorded crime for this period has increased by 2.33% compared to the same reporting period in 2021. This is an average of 14,917 recorded crimes per month - an average increase of 340 per month compared to the previous reporting period in 2021. Cancelled crime remains stable overall with an average of 3.6% over the 6-month period.

Current and Future State

- In line with all forces nationally, 999 calls in Kent are continuing to increase. This is recognised by the NPCC lead, ACC Todd and by BT who are similarly challenged with meeting public demand, particularly at peak periods.
- Emergency call handling remains the priority and the FYTD attrition is 1.30%, an average alerting time of 19 seconds with 63.35% answered within less than 10 seconds and a talk time at a low average of 4m 48s.
- Recruitment continues to be a significant challenge but joint work between the command and central HR is now delivering a higher yield of new joiners. The Force anticipates an August course of 23 and an October course of 31 new starters which will assist to lower the current vacancy rate of 20%.
- Significant support has been invested by the Force to support the command and 23 Police officers have been posted into the FCIR since the 3<sup>rd</sup> week of July for the summer period, which is having a positive impact on service delivery during its period of highest demand.

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- Recruitment will continue to be a focus as staff are due to leave the command to join the force as warranted officers over the coming months.
- Retention options are being considered in order to achieve workforce stability given the growing numbers being recruited, in order to maintain skills and experience and provide a high-quality service to the public.
- A programme of strategic transformation has been directed and agreed by DCC Smith which will begin in September. It will build a command that seeks to provide a first-class service, that can meet multi-channel future requirements, including the exponentially growing digital demand and a move to Coldharbour as part of the Zenith programme.
- Options are being scoped for investment into IMU to support initial crime investigation and appropriate resolution. This supports the Force's continued focus on improving its quality of investigation and providing a quality service to all victims of crime.

## **8. Prevent Road Danger and Support Vision Zero**

Vision Zero is the KCC's five-year Road Safety Strategy to deliver safer roads, towns and villages in Kent. It identifies Kent Police's continuing responsibility to reduce driver behaviours that put themselves and others at risk such as distraction, impairment, inappropriate speed and other similarly socially unacceptable behaviour. Kent Police coordinate enforcement and education activity using data provided by the Road Safety Analyst and information provided in the Road Safety Forums, chaired by the Head of Roads Policing and attended by all Districts. In addition, the Roads Policing Unit also coordinate activities in accordance with the NPCC national operations focussing on the Fatal 4 offences, namely speeding, substance misuse, seatbelt offences and mobile phone use.

The current position is there is a 19% reduction in road deaths during the reporting period of February to July 2022, compared to the same reporting period in 2021, which equates to 4 less fatalities. The Serious Collision Investigation Unit (SCIU) attended 22 road deaths in this period in 2021 and 18 in the same reporting period in 2022. The fatalities in this recent period consist of:

- 6 drivers
- 6 Motorcyclists
- 3 Passengers
- 3 Pedal Cyclists

The most common themes are excess speed and not wearing a seatbelt.

### **8.1 Vision Zero**

Kent Police is committed to supporting Vision Zero, the Partnership road safety strategy that seeks to eliminate road deaths. The Vision Zero approach is incorporated into the daily business of the following teams: Roads Policing Unit, Roads Safety Unit, Serious Collision Investigations Unit, Safety Camera Team, Special Constabulary Roads Policing Unit and Community Speedwatch.

Work has begun to include Local Policing Teams and Community Safety Units in this work which includes partner agencies and aims to change driver behaviour that puts road users at risk, such as distraction, impairment, excess speed and any other unacceptable behaviour.

Kent Police chair a weekly partnership meeting which focusses on opportunities under the following headings: Education, Engagement, Enforcement and Reaction. Activities are then coordinated across all partnership resources, concentrating on locations where road deaths and serious injury collisions have occurred.

The Kent RPU has implemented a simple and flexible 7-day response, following any road death. This focuses on Education, Engagement, Enforcement and Reaction.

Each road death will trigger the following or similar activity over 7 days (not necessarily consecutive days depending on the local circumstances bespoke to each incident):

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Day 1 – Engagement with local Community Safety Units, community stakeholders and residents and the crash site is fast tracked for a mobile speed camera van deployment.

Day 2 - High visibility engagement and enforcement patrols by RPU and RSU.

Day 3 - Deployment of a mobile speed camera van and further high visibility enforcement.

Day 4 – Unmarked enforcement, to judge changes in community and driver behaviours.

Day 5 - Deployment of a mobile speed camera van.

Day 6 - Joint working with the local CSU.

Day 7 - Engagement with residents and stakeholders.

A review is then commenced by the Traffic Management Unit of the road layout, speed restrictions, road furniture etc. And finally, a referral to Community Speedwatch if possible.

#### Coordination and Governance

- Weekly Vision Zero partnership meeting chaired by Kent Police.
- Bi-monthly KSI meeting chaired by Kent Police.
- Quarterly Roads Safety Forum involving all CSUs across the County.
- Quarterly Safer Roads for Kent Strategic Meeting with KCC Head of Transport and Tac Ops Superintendent.

#### Activities during February to July 2022

##### Education & Engagement

- BikeSafe is a national programme that raises motorcyclists awareness of road safety and includes demonstrations of responding to collisions involving a motorcyclist. 10 workshops have been delivered by Kent Police during the reporting period with a total of 95 attendees including an event focussed on women motorcyclists.
- Attendance at various events to capture target audiences such as:
  - British Super Bikes event at Brands Hatch
  - Kent County Show
  - Kent Police Open Day

##### Enforcement

Op Sparham is a multi-agency operation led by Kent Police. These operations are planned to take place once a quarter on each division and involve Local Authorities and partnership organisations.

The first operation yielded significant results:

- 3 x arrests for driving whilst impaired
- 7 x vehicle seizures (variety of Police and Local Authority powers)
- 15 x persons were detained for search
- 17 x Traffic Offence Reports (including seatbelts, mobile phones, dangerous condition of vehicles)
- 122 x Speed Camera enforcements
- 9 x enforcements by Local Authority Licensing Department
- 

The Force continue to focus on the offences that have the most impact on road deaths, commonly known as the 'Fatal 4' (speed, not wearing seatbelts, drink / drug impaired driving and use of mobile phones). Whilst the July 2022 data is not yet available the following enforcements have been recorded.



	<b>Speed TOR</b>	<b>Mobile Phone TOR</b>	<b>Seatbelt TOR</b>	<b>Drink Drive Arrest</b>	<b>Drug Drive Arrest</b>
Feb	5851	95	122	89	61
March	6637	99	157	109	59
April	9027	123	152	95	50
May	7701	150	249	101	62
June	6184	223	424	111	63
<b>Total</b>	<b>35400</b>	<b>690</b>	<b>1104</b>	<b>505</b>	<b>295</b>

This good level of performance should be seen in the context of the Roads Policing Unit and other proactive tactical operations teams ongoing deployment to Op Brock during Port disruptions.

Kent Police actively participate in the NPCC National Road Safety Campaigns. An example of the level of its participation can be demonstrated during the National Seatbelt Campaign when Kent Police conducted the third highest volume of enforcement across 36 forces; the only forces to conduct higher volumes were the Metropolitan Police and Humberside Police.

## **8.2 Kent & Medway Safety Camera Partnership**

This consists of Kent Police, KCC, Medway Council and National Highways. There are 4 mobile camera vans in operation and 73 fixed speed camera sites in Kent with 4 Red Traffic Light enforcement camera sites across the county too.

The mobile camera operators are trained in enforcement of not only speed offences but also other road safety offences such as seatbelts, mobile phone usage and drivers not being in full control of their vehicle. Officers from the Roads Policing Team are currently being trained in Tru-Cam which will allow additional speed enforcement at sites over and above the 73 fixed camera sites.

### Special Constabulary in RPU

Kent Police are extremely fortunate to have a dedicated Special Constabulary Roads Policing Unit, which is aligned to the Roads Policing Unit and the Road Safety Unit to promote road safety and support the delivery of Vision Zero.

The SCRPU fully support the National NPCC road safety campaigns and are trained to exactly the same standard as regular Roads Policing Unit officers and now includes Police motorcyclists. The SCRPU also now has a qualified Police Driver Trainer who assists regular Driver Training colleagues in ensuring that we display the highest standards of driving and road safety across the organisation.

## **9. Protect Young People and Provide Opportunities**

### **9.1 Child Centred Policing**

Child centred policing is at the heart of the Force Control Strategy and in October 2021, Kent Police launched the Child Centred Policing Plan which sets out the strategy for the organisation to develop and continue the journey of embedding a Child Centred Policing culture, enabling staff and officers to effectively talk to children, safeguard them and identify vulnerabilities through a 4E approach: Engagement, Early Intervention, Education and Enforcement. The Child Centred Policing Team consists of the Youth Justice Team, operational Schools Team, Child Exploitation Trainer and Missing Child Co-ordinator, led by the Child Centred Policing Manager. The team has a cultural remit of sharing evidence-based Child Centred practice throughout the organisation which has led to the launch of Kent's first Child Centred Policing Plan in October 2021, setting out key child vulnerability priorities.

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Through effective training, CPD, guidance and tools, including a Voice of the Child toolkit being developed, Child Centred Policing should become a natural element of everyday police work. This includes drawing together best practice in youth engagement tactics, appropriate use of powers and identification of vulnerability. Through implementing this strategy, it is intended the Force will start to change how children and young people view policing in a positive and engaging way – police as protectors, not just enforcers. The overarching aim is to develop Kent Police into a Child Centred Centre of Excellence. A key element of the plan is to hear the voice of young people on policing approaches to them and through the existing Child Centred Policing Team and youth forums, young persons' views will be gathered on key policing topics including VAWG, stop and search and engagement methods. The plan covers Youth Justice and School Engagement through the Schools Team as key strands that identify young people who need support and provides opportunities for safeguarding or diverting to a healthier path. The plan also covers Missing Children, Child Exploitation prevention, Trauma Informed Policing and Part 2 of the Child Centred Policing Plan is being developed in Summer 2022 and will encompass operational elements of Child Centred Policing including Case File Quality and Child Protection investigations.

Capturing the lived experience of children has been a focus of the Force and going forward a new strategy has been devised which creates a more efficient and effective response to front door services, ensuring referrals are processed quickly so that children's needs are assessed and prioritised in a timely manner. The new model creates capacity to expand Op Encompass Plus, working with the schools scheme, ensuring information is shared with agencies and care providers concerning missing children, exploitation, domestic abuse and county lines. This will ensure that there is joined up working and universal understanding of a child's lifestyle and experiences.

Officers and staff are working with Medway and Kent County Council on developing a trauma informed approach across the partnerships and services in Kent, including the creation of a Community of Practice Network. This community looks at how we can reduce the risk of re-traumatisation and embed Trauma Informed Practice. The community also highlights the importance of self-care in relation to secondary and vicarious trauma which supports the wellbeing improvement work.

### **9.2 Youth Justice.**

Kent Police has a dedicated Youth Justice Team who are the gatekeepers for youth justice decision making for the Force, acting as advisors around deferred prosecution, out of court disposals and diversionary educational activity. There is a Youth Justice Multi Agency Panel Meeting held every week to discuss complex cases. The meeting is attended by several different agencies and aims to reach an out of court disposal decision whilst also identifying the most suitable intervention opportunities. Consideration of exploitation as a part of the offending cause is part of the panel criteria.

A Youth Justice Custody project is also underway currently which involves working with the Custody department to create a checklist surrounding apparent risk factors with children and young people that enter custody and provide clarification on how they should be supported and managed. The Force is seeking to replace Youth Justice 'no further action' outcomes with the minimum of an offer of educational diversionary activity so that no young person enters the youth justice system without receiving guidance on their offending behaviour and seeking to reduce the likelihood or repeat offending.

### **9.3 Cadets Programme.**

#### Mini Cadet programme

23 schools enrolled on this programme in 2022; the number was higher than anticipated possibly due to the engagement and enthusiasm of the Youth Engagement officers who supported the programme alongside the mini and junior cadet co-ordinator. Demand increased throughout the

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first half of the year as word spread about the successful delivery and positive outcomes of the programme. The programme was also taken into 'The Pirate Ship' which is a specialist resource provision within Fleetdown Primary Academy, catering for pupils with severe to profound hearing loss. The school uses a total communication approach, which entails the use of British Sign Language, Sign Supported English and voice. The mini and junior cadet co-ordinator used her ability in BSL along with support from the Teaching Assistant, to deliver a hugely successful programme. In July they delivered an online safety and anti-bullying talk as part of their social action project and received excellent feedback from the young people, their parents and the school, commending their approach to delivery.

All programmes delivered have resulted in positive outcomes. Feedback has also been received on improved attendance, engagement, confidence and attitude amongst the 281 young people enrolled as mini cadets in 2022.

#### Senior Cadet Programme

There are currently 303 active cadets on the senior cadet programme. Numbers have reduced by approximately 130 since the start of the year as a result of cadets aging out in July and leaving during the exam period to concentrate on their studies. This level of attrition is slightly higher than expected for this time of year but it is thought the programme is still feeling the after effects of the pandemic. The Duke of Edinburgh programme has also restarted and a total of 59 cadets are signed up for the Bronze award, 6 for the Silver and 2 for the Gold award. The first expedition in three years took place in August.

Cadets have presented to the Folkestone culture board, taken part in test purchasing activities with partner agencies, supported the training of appropriate adults, hosted unit visits from the High Sheriff of Kent, assisted with 4 public order events and regularly support the training of probationers at KPC by assisting with role play. They have also supported their community with numerous volunteering activities across the county and supported the Kent Police Open day by taking part in a letter drop promoting the event and attending the three days. Numerous compliments have been received from members of the public relating to the professionalism of our cadets and as a result of this, the waiting list has increased by 58 during the two week period after the Force Open Day.

#### Cadet Transition Pathway

An initial transition pathway was developed for cadets aged 17+ who showed an interest in joining Kent Police in any capacity. This was well received by the cadets and assisted with their applications and interview skills. The programme was delivered via scheduled workshops and one to one coaching and guidance. The scheduled workshops ceased in October 2021 when the staff member working on the programme came to the end of his secondment period.

Since October 2021, support has been available for cadets wishing to join Kent Police in any capacity. Several open evenings for parents and cadets have been hosted to help them understand PEQF with support from L&D.

### **10. Summary**

In summary, the established Mission, Vision, Values and Priorities of the Force and the revised Control Strategy for 2022/2023 work in harmony with the PCC's Making Kent Safer Plan. The Control Strategy of the Force focusses heavily on a Violence Against Women and Girls strategy with child centred policing woven through all the crime types, ensuring the voice of the child is always heard. The Force is operating effectively but absolutely recognises the need to continuously improve and develop, in order to provide the very best quality service to all those who live in, work and visit Kent.