

# September Performance & Delivery Board – Questions asked by the PCC (Discussed on 26 September)

## Making Kent Safer Plan: Delivery & Performance (paper)

### Priority - Work with residents, communities and businesses to prevent crime and antisocial behaviour

- **Does the Force understand why there has been such a large reduction in ASB; is it a reflection of the current challenge members of the public face when contacting Kent Police via 101?**

*Force response: The Force has invested in resources to tackle ASB and understands the impact this can have on victims, witnesses and the wider community which is why the Force is committed to dealing with it. By engaging with communities, responding to the needs of local communities and carrying out quality investigations, the impact of this outstanding work by officers and staff can now be seen in the reduction of this behaviour.*

*The public have numerous channels through which to contact the Force, not just 101 but despite these various choices of communication, ASB is declining considerably.*

- **With regards to burglary residential what is the overall detection rate and for those investigated by i) the Crime Squad and ii) CID?**

*Force response: The Crime Squad continue to target the most prolific offenders, including those committing residential burglary which can have a devastating long lasting impact on victims. They use proactive and reactive approaches to tackle burglary and robbery with all residential burglary offences being reviewed by the Squad daily.*

*As highlighted in the paper, in the last year (August 2021 to July 2022) the team have made 112 arrests, dealt with 147 prisoners and achieved 448 charges with nearly 200 years of sentences.*

- **What crime prevention activity is the Force undertaking with regards to issues such as metal theft and theft of oil that predominantly affect rural communities?**

*Force response: The Force has created a brochure 'Metal Theft – Your Guide to Crime Prevention' which is a comprehensive flyer explaining to the public how they can reduce the risk of catalytic converter theft, metal theft in general and reduce the risk of lead being stolen from their roof.*

*The Rural Task Force work with local districts across the county with proactive days each month targeting those carrying waste including scrap metal. Utilising Farm Watch, they encourage group members to report any suspect vehicles coming onto their land asking about scrap. Any such vehicles are researched and if justified added to ANPR to be stopped by patrols. If these vehicles are stopped, officers and members of the council review the waste carrier licences and deal with any identified offences accordingly.*

*Oil Theft posters and flyers have also been created and circulated on platforms such as Farm Watch and Twitter. Advice is offered on how the public can protect their heating oil tanks, particularly in the current economic climate and promote the consideration of installing CCTV, security lighting or an alarm which sounds if the level of fuel drops suddenly.*

### Priority - Tackle violence against women and girls

- **What interest has there been in the community 'Walk with us' events?**

*Force response: These events are called 'Walk and Talk' events and they have received a lot of interest. They are being led by Partnerships through the CSUs and supported by PVP. The social media reach has been around 20,000 with over 400 people interacting with us in relation to the events. Partners and local stakeholders have also been informed and are keen to participate.*

*Internally we have had excellent support from staff wanting to attend and support the events. After each event a summary will be produced and action log created so the Force can feed back to the community what action has been taken and reinforce the value of engagement.*

*Kent's approach to community engagement has been recognised nationally and will feature as promising practice in a VAWG publication that is being written by the National Taskforce.*

○ **What is the current 'charged' rate for rape?**

*Force response:*

*Financial year to August 2022: 41 charges / 4.2% charge rate*

*Rolling year to August 2022: 97 charges / 4.0% charge rate*

○ **With regards to the new offence of non-fatal strangulation or suffocation, what training have officers/staff received?**

*Force response: A spotlight on the internal intranet, INSITE, sponsored by ACC Harman was published to promote the changes, along with guidance to all officers and staff. In addition, a national training package was delivered through the Crime Academy.*

*Kent were one of the first forces nationally to secure a charge for non-fatal strangulation, and there have been a number of charges since.*

**Priority - Protect people from exploitation and abuse**

○ **What is the current arrest and conviction rate for Domestic Abuse offences?**

*Force response:*

*Financial year to August 2022: 971 charges / 6.1% charge rate*

*Rolling year to August 2022: 2224 charges / 5.9% charge rate*

○ **Has the lockdown ending led to an increase in reports of child exploitation?**

*Force response: There has not been an exceptional increase in Child Exploitation cases following lockdown.*

*During nine months of lockdowns from November 2020 to July 2021, Kent Police recorded 1,253 Child Exploitation investigation and non-crime incidents. The following nine months from August 2021 to April 2022 saw Kent Police record 1,286, equating to a 2.6% increase. On release from lockdown, Kent Police did not see a dramatic increase in Child Exploitation related reports. Child Exploitation reports through lockdown fluctuated monthly, with between 93 and 197 reports. Since this date, there has been more stability in reporting with the number fluctuating between 100 and 175 reports.*

*The slight increase in reporting could be related to the following:*

- *Children returned to school and have more support from trusted adults, so help and support is more accessible.*
- *Partners returned to face-to-face engagement with children and are more able to identify vulnerability or changes in behaviour that may indicate vulnerability to Child Exploitation or indicate that a child is being exploited.*
- *Children have become more reliant on technology since lockdown which may result in additional exposure to risk and vulnerability.*
- *Children have been able to socialise and are spending more time away from home, which could increase the risk of meeting those who may present a risk.*
- *Children are around friends which may increase the likelihood of peer-on-peer exploitation – this is supported in the fact that most reports received by Kent Police relate to children between 11-17 years of age, this is also the most common age group associated with perpetrators of Child Exploitation related offences.*
- *International increase in the sharing of indecent images between children – 77% increase since 2019 (Internet Watch Foundation). This could lead to increased risk of children being exploited and blackmailed for more images or for contact offending.*

*There are a couple of potential reasons for the stabilisation in reporting of Child Exploitation:*

- *Introduction of the Schools Teams – children are beginning to feel more comfortable engaging with police. Schools Teams have provided inputs on Child Exploitation, Sharing Images, Internet Safety etc.*
- *Children have a greater support network and are surrounded by those who may be seen as a protective factor in a child's life – more access to professionals, friends, family, teachers, youth groups and sports.*

## **Priority - Combat organised crime and county lines**

- **As the cost-of-living crisis bites, what steps has/will the Force take with partners to prevent children being drawn into County Lines?**

*Force response:* The 3 divisional County Lines and Gangs Teams (CLGT) provide a proactive and preventative capability to reduce the harm caused to Kent communities from County Line criminality and Kent-based Gang activity.

The 5 County Line Intervention Officers (CLIOs) and co-ordinator work together with partners to bring 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 work closely with vulnerable children and young people identified through the teams' activity.

The Force has invested in these teams and specialist roles who work very closely with partners such as the MPS, sharing cross border information and intelligence which leads to prosecutions of dealers. The Force works with numerous collaborative partners such as British Transport Police (BTP) where they run regular train station operations and joint disruption team operations across the county.

The Force will continue to instigate safeguarding of children where necessary, and the School Officers will continue their outstanding work and engagement with pupils in Kent.

## **Priority - Be visible and responsive to the needs of communities**

- **High levels of PCSO vacancies are impacting on the delivery of neighbourhood policing - how is the gap being filled?**

*Force response:* The Force is not experiencing a negative impact on the delivery of neighbourhood policing which is due to the outstanding work of officers and staff working in the Local Policing Teams and Community Safety Units across the county. They work hard in their respective areas and through intelligence analysis and the assessment of threat, risk and harm, Divisional Commanders are able to understand their demand, identify issues and direct their resources accordingly. They work with other teams across the Force and partner agencies on a regular basis to solve crime.

The CSUs are a mix of officers and PCSOs working together to serve the community and work closely with local authorities, local organisations and community leaders to find useful, long-term solutions to local problems, while maintaining a wider focus on reducing crime in the county.

- **I note Section 136 detentions have decreased, but what impact does waiting for a suite or for a patient to be seen at A&E have on officer abstractions and what is being done to reduce this?**

*Force response:* The use of s.136 detentions for people in mental health crises has reduced significantly thanks to better training, supervision and triage through the 836 service provided by partners which continues to receive investment.

Despite lower numbers of those being detained, police are required to hold patients in A&E while a suitable Health Based Place of safety is made available. Waits can be for excessive periods of time. This issue is due to a lack of bed availability which must be identified prior to assessment.

Through the s.136 improvement work, bed availability has been highlighted as one of the system priorities, identifying delayed transfer of Care (DTC) being the main driver. Patients who have completed their mental health treatment cannot always be released into the community without appropriate support and a care package being in place from social care. The challenges in the provision of these packages and services results in DTC leaving patients ready for release in the required beds. Recently the number of DTCs has exceeded 50 patents. KMPT and KCC are working closely to resolve the issue.

- **Is 101 attrition leading to extra demand on 999 and Live Chat?**

*Force response:* 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.*

*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.*

- **I note 23 police officers have been posted into the FCIR, could you please tell me i) which teams they have come from; ii) how long they will remain; and iii) whether there are plans to post more officers into the FCIR?**

*Force response:*

*i) The 23 officers were drawn predominantly from Local Policing Teams across all 3 Divisions to minimise the impact to just a few Districts. They were selected due to all being recent FCIR staff and therefore they had the requisite skills to make an impact immediately.*

*ii) These officers will return to Local Policing w/c 12th September.*

*iii) As part of the transformation programme, a surge capability using officers will form part of seasonal resilience assistance. Additionally, the programme will consider a future operating model that may include officers, but this will be assessed throughout the project and subject to Chief Officer review.*

*Other forces use a 'reserve' or 'surge capability' to increase FCIR capacity at peak times. We are developing this and will get to the point where we have enough staff trained right across the Force, so any abstraction impact in the future will be spread more evenly to reduce the impact on LPTs.*

*It is right to say that currently every force is having to deal with the challenge of FCIR recruitment/retention and ever increasing public demand.*

### **Priority - Prevent road danger and support vision zero**

- **When dealing with offenders arrested for serious driving offences, does the Force consider imposing a bail condition that bans the offender from driving whilst awaiting court?**

*Force response: The Force does consider this bail condition and has imposed it when it has been appropriate and proportionate to do so. The CPS advise that in a fatal collision or cases where serious harm or injury has occurred it can be considered. However, the Force must be cognisant to not in effect impose a period of disqualification from driving before a Court considers the case unless the circumstances above apply.*

### **Priority - Protect young people and provide opportunities**

No questions.

## **Inspections, Audits & Reviews (paper)**

- **I believe the Crime Management and Investigative Quality Board is undertaking a review of multi-agency risk assessment conferences (MARACs); could I please have an update on progress?**

*Force response: This is governed through the Domestic Abuse and Sexual Violence Executive Group (DASVEG) and Domestic Abuse Strategic Board. Kent Police have been instrumental in the partnership review of the Multi-Agency Risk Assessment Conference arrangements that have been in place since 2009. The review was needed to meet increasing demand and provide a better service to victims of Domestic Abuse.*

*A proposal has been presented and agreed in principle by the DASVEG and has been sent for consultation with the wider stakeholder Group for feedback. The proposal is to have an integrated multi-agency team that is joint funded, hosted by Kent Police, with the introduction of a new case management system. The proposal will be brought to the Strategic Change Board once the paper is finalised.*

### **PEEL 2021/22 – Update**

- **In relation to investigative performance, the report states i) 95% of crimes were allocated in a timely manner – what is considered timely; and ii) who reviews an investigation plan to ensure it will be effective and meet the victim's expectations?**

*Force response:*

- i) *The statement that 95% of crimes were allocated in a timely manner comes from the Force monthly investigations Quality Assurance Framework (QAF) Analysis Report. There is a question set within that report containing 26 questions, question 15 asks 'Was the crime allocated in a timely manner?'*

*The QAF is completed by operational Inspectors and Detective Inspectors, reviewing 'active' investigations which are between 15 – 45 days old. They select investigations being investigated by members of their own teams within one of the three Divisions and from one of the following teams: LPT, VIT and CID. They are required to review a minimum of 30 investigations per LPT District (x11), and 30 per VIT/CID per Division (x3).*

*Some of the investigations selected for review will have been attended by response officers who will then have recorded the crime report on their mobile device. Once the crime report has been quality assured by the IMU it will have been allocated to the attending officer meaning there was no lag in allocating the crime per se and for which there would most likely be an affirmative answer to question 15.*

*Crimes reported to the police in all other circumstances would be recorded by the IMU who would then allocate the 'solvable' investigations to 'allocation units' on the 'front-line', predominantly Divisional LPT, VIT and CID. IMU have consistently managed to allocate crime within a 24-hour period.*

*The 'allocation units' are monitored by operational supervisors in 'real-time' who assess the allocated crime for 'threat, risk, and harm' and allocate those requiring more expeditious investigation in 'real-time' too, in accordance with Force policy N05c Crime Allocation Policy. There is no prescribed time or target for such allocations but an expectation that a conscientious approach is adopted.*

*Those investigations not considered necessary for expeditious allocation may take up to 4/5 days to be allocated, in accordance with policy N05c, dependant on the number of investigators available, their current workload and shift pattern. Policy N05c is cognisant of the Victim Code of Practice (VCoP) and prescribed contact times for victims reporting crime.*

*In summary there are no defined timescales for the allocation of investigations, it is a subjective assessment by operational Inspectors and Detective Inspectors, in accordance with policy N05c, and based upon threat, risk and harm. Their reviews are monitored by their line managers, Ch. Insps/DCIs, who are also responsible for moderating and evaluating the assessments of their respective Inspectors and Detective Inspectors.*

ii) Investigation plans are primarily set by supervisors when reviewing and allocating investigations to their investigators, in accordance with policy N26 and SOP N26f.

*Investigating officers are at liberty to add, alter, or amend such investigation plans upon a mature assessment of what they are investigating by using the 'investigation strategy' option within Athena, or within an 'action' within Athena titled: 'Investigators Assessment', as outlined in N26f.*

*All such investigations, including investigation plans, are subject to regular review by supervisors in accordance with SOP N26c and N26f, usually during supervisory 1:1s.*

*The QAF also addresses investigation plans and reviews within the following questions:*

*Q.19 Did the supervisor review the crime effectively upon allocation & outline an investigation plan?*

*Q. 21 Did the supervisor set an appropriate review date?*

*Q 25. Has the investigator undertaken an investigators assessment and outlined an investigation plan in accordance with N26f?*

*Q 33. Are there periodic reviews which evidence effective supervision providing direction and advice to the investigator, and oversight of the investigative actions in accordance with N26f?*

o **With regards to 'Managing Offenders', has there been any engagement with those forces graded 'Outstanding'? If so, what if anything did the Force take away as learning?**

*Force response: Kent visited Bedfordshire in July 2022, to understand the approach that had led to their outstanding grading in managing offenders. It was found there was a significant focus on Integrated Offender Management, with very effective commissioned services to support the resettlement and rehabilitation of offenders which is an area that is worthy of further exploration. The majority of areas highlighted as strengths regarding Management of Sexual Offenders and Violent Offenders (MOSOVO) are either already in place in Kent or form part of the offender management project proposal which is due to be presented to Chief Officers at Strategic Change Board in due course.*

*Cumbria were assessed as outstanding in this area and a review of their PEEL report has highlighted some innovative practice that the Force is researching. The Force uses tracking devices that allow offenders movements to be monitored, using sexual risk orders on offenders who are considering police bail and therefore increasing their restrictions and investments in polygraph technology. In addition, the Force is reducing reoffending through a programme funded by the OPCC which assigns offenders with support workers to work with them to establish the root causes of their offending.*

*Kent's MOSOVO provide a polygraph service to the divisions, so far 4 sex offenders have been interviewed. Representations are being made to have a full-time polygraph team to improve use and ensure future resilience for increased demand. This will also align Kent with other forces who have dedicated roles for polygraph. This also supports the Police, Crime, Sentencing and Courts Act which allows positive SHPO conditions (including Polygraph) placing a requirement on police to enforce this.*

*All PEEL reports are reviewed regardless of gradings to ensure any learning or best practice is captured and reviewed to ensure that Kent continually improves and innovates to deliver the best possible service to the people of Kent.*

## **People (paper)**

### ○ **What is the current police officer strength?**

*Force response:* The internal current officer strength fte as at 31st August 2022 is 3985.80.

### ○ **What percentage of officers leave whilst in basic training (years 1 and 2)?**

*Force response:* The average over the last 3 full years of data (2017/18 to 2019/20) of people leaving shows 8.25% of new recruits leave as a Student (1st year of their initial training at the training school) and 7.82% leave whilst in their probation on a division (year 2 of their probationary period). When combined, overall, 16.06% of new recruits leave within the first 2 years of policing. This reduced in 2020/21 to 13.17%, however it should be noted that some of these officers will still be within their probation so this could increase. Projections from early in the financial year 2022/23 suggest that should leaver trends continue as at time of writing this figure will remain stable.

The National Police Chiefs Council Management Information Update in March 2022 provided national figures around retention for leavers within training since April 2020. It stated that Kent had an average of 13.4% compared to a national average of 9.1% (it should be noted that the methodology for calculating the information differed to that used by the Force).

### ○ **What is the projection for leavers over the next 3 months and how is it being managed (backfilled by officers as part of the uplift)?**

*Force response:* The projected number of leavers for September to November is currently 88.00 (34.00 September, 27.00 October and 27.00 November). This projection takes account of previous leaving trends and factors such as the Metropolitan Police campaign. In terms of confirmed leavers, so far there are 28.15 fte for September 2022, 14.00 fte for October 2022 and 9 for November 2022.

For information, the latest national uplift data shows that as at 31<sup>st</sup> July 2022, a total of 84 officers had live applications in place for other forces (63 to the Metropolitan Police). However not all will do so, due to individuals no longer wanting to transfer or not passing the assessment process. As at the same date, 19 had applied to join Kent.

To mitigate this, the Force has a robust recruitment plan that will bring in a further 368 officers (all entry routes) by the end of the financial year with new intakes in October 2022, January 2023 and March 2023.

To ensure this is met the Force has taken steps including:

- Re introducing the Initial Police Learning and Development Programme (IPLDP) with 60 spaces prior to March 2023.
- Enhancing the entry criteria to include those who bring relevant experience (equivalent to a level 3 qualification) into policing.

The Force has also introduced a strategic 'Keep it Kent' retention initiative aimed at retaining officers through developmental and support initiatives

## **Finance (paper)**

No questions.