

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

SAFER IN KENT PLAN: DELIVERY AND PERFORMANCE

Wednesday 16th March 2022

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 '*Safer in Kent: The Community Safety and Criminal Justice Plan*' which sets out the priorities that will drive the work of the force, partners and the PCC's resources between 2021 and 2022, and the overall strategic direction for policing and community safety in the county.

The Safer in Kent Plan complements the joint Mission, Vision, Values and Priorities 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. The Control Strategy is set out based on intelligence analysis, outlining key areas of policing. This currently being a focus on exploitation, abuse and sexual offences, serious violence, high harm crime and terrorism and domestic extremism. Child centred policing is a thread which runs throughout the heart of the Control Strategy, protecting those who are arguably the most vulnerable in our society. This report centres around the 6 priorities of the Safer in Kent Plan and provides headline figures and information relevant since the inception of the plan, demonstrating the delivery achieved during this time.

The plan has six key priorities:

- Put victims first
- Fight crime and anti-social behaviour
- Tackle abuse, exploitation and violence
- Combat organised crime and gangs
- Provide visible neighbourhood policing and effective roads policing
- Deliver an efficient and accessible service

2. Aims of the report.

This report provides an overview of the key activities being undertaken by the force to deliver against each of the priorities of the PCC's Police and Crime Plan since the last Performance and Delivery Board on 1st December 2021 which covered the data period May 2021 to September 2021.

3. Putting Victims First.

The force is dedicated to ensuring that victims and witnesses are at the heart of everything we do and this priority, supported by the PCC is the first within the force's Mission, Vision, Values and Priorities.

3.1 Victim Satisfaction. The force conducts three satisfaction surveys: Hate Crime, Domestic Abuse and Rape. The results of all the Force surveys are analysed and used as part of a continuous feedback, learning and improvement process, to ensure the quality of our service to victims and witnesses is first-class.

Hate Crime Satisfaction

| | % satisfied | Last year | % Change |
|-----------------------------|--------------|--------------|--------------|
| Making contact | 91.0% | 85.2% | +5.8 |
| Action taken | 84.5% | 73.3% | +11.3 |
| Kept informed | 82.9% | 69.5% | +13.4 |
| Treatment | 93.9% | 85.0% | +8.9 |
| Overall Satisfaction | 87.3% | 75.9% | +11.4 |

Overall Hate Satisfaction has increased by 11.4% for the four month period between October 2021 and January 2022, with a total of 87.3% victims satisfied with the overall service they received from Kent Police.

There have been improvements to the four specific areas surveyed with the largest improvement with victims being kept informed by officers, with an increase of 13.4% to 82.9% victims satisfied. 91.0% of victims were satisfied with the first contact received, this is an increase of 5.8 compared to the previous year.

Domestic Abuse (DA) Satisfaction

| | % satisfied | Last year | % Change |
|-----------------------------|--------------|--------------|-------------|
| Initial contact | 93.2% | 91.6% | +1.6 |
| Action taken | 86.7% | 86.6% | +0.1 |
| Kept informed | 85.1% | 78.2% | +6.9 |
| Overall Satisfaction | 86.2% | 84.9% | +1.3 |

Overall DA satisfaction has increased by 1.3% for the four month period between October 2021 and January 2022, with a total of 86.2% of victims satisfied with the overall service they received.

Rape Satisfaction

The rape satisfaction survey was implemented in 2019, with two key elements based upon whether the victim felt that they had been treated with dignity and respect, and whether they felt they had been treated fairly throughout the case.

| | % satisfied | Last year | % Change |
|--------------------------------|-------------|-----------|----------|
| Treated with dignity & respect | 93.8% | 94.6% | -0.8 |
| Treated fairly throughout case | 91.8% | 83.7% | +8.1 |

In seeking to continually improve, the contextual data from these important victim surveys is now available within the force intranet, accessible to those responsible for the delivery of rape investigations to better understand the service victims have received. Rape satisfaction features in the key Force Performance Committee, which is chaired by the Deputy Chief Constable and meets on a monthly basis.

4. Fighting Crime and Anti-Social Behaviour.

The Force understands the impact crime and anti-social behaviour has on victims, witnesses and the wider community and is committed to tackling this, wherever it takes place. It cannot judge success merely on whether crime has fallen. 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.

4.1 Victim Based Crime

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|--------------|--------------|---------------|
| October 2021 | 13258 | 14267 | -7.1% | -1009 |
| November 2021 | 13731 | 11183 | 22.8% | 2548 |
| December 2021 | 12388 | 10080 | 22.9% | 2308 |
| January 2022 | 12241 | 10429 | 17.4% | 1812 |
| 4 Month total | 51618 | 45959 | 12.3% | 5659 |

Victim based crime (VBC) has experienced an increase of 12.3%, with 35659 more victims between October 21 and January 2022 compared to the same period last year. October saw a decrease of -7.1% (-1009) compared to the same month last year, whilst increases were experienced between November and January which aligns to when the country was in the second and third lockdown periods in 2020/21.

The same period in 2019, which was unaffected by COVID-19, saw 54548 crimes recorded. Therefore, when compared with 2021, there is a decrease of -5.4% (-2930).

The VBC solved rate for the 2021 period was 8.1%, against 9.8% in 2020. This is in contrast to the 6.8% solved rate achieved in the same 2019 period.

4.2 Burglary Residential & Business and Community

Burglary Residential

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|-------------|--------------|---------------|
| October 2021 | 418 | 526 | -20.5% | -108 |
| November 2021 | 427 | 455 | -6.2% | -28 |
| December 2021 | 399 | 403 | -1.0% | -4 |
| January 2022 | 415 | 412 | 0.7% | 3 |
| 4 Month total | 1659 | 1796 | -7.6% | -137 |

Burglary Residential offences have seen a -7.6% decrease, with 137 less offences compared to the same period last year with a notable decrease in October 2021 there were small decreases in November and December with January 2022 seeing a small increase on last year (3 more offences). The same period in 2019 saw 2704 crimes recorded. Therefore, when compared with 2021/22, further decreases are seen of 38.6% (-1045) which is a big decrease but is likely to be linked to the impact of the pandemic as more people are occupying their homes during the day. This decrease has been experienced nationally and links to the premise that burglars tend to target dwellings that are, or are believed to be, unoccupied.

Burglary Residential Dwelling

Burglary Residential is further broken down by excluding sheds and garages, detailing those that have occurred in relation to dwellings only.

| | Recorded Crime | Last Year | % Change | Number change |
|----------------------|----------------|-------------|-------------|---------------|
| October 2021 | 286 | 350 | -18.3% | -64 |
| November 2021 | 327 | 309 | 5.8% | 18 |
| December 2021 | 296 | 261 | 13.4% | 35 |
| January 2022 | 301 | 250 | 20.4% | 51 |
| 4 Month total | 1210 | 1170 | 3.4% | 40 |

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Burglary residential dwelling offences have experienced a 3.4% increase, with 40 more offences, compared to the same period last year. October saw a decrease of -18.3%, whilst increases were experienced for November to January 2022, which aligns to when the country was in the second and third lockdown periods in 2020/21 and with more people working from home and less opportunity for offences.

The same period in 2019 saw 1918 crimes recorded. Therefore, when compared with 2021, further decreases are seen of -36.9% (-708).

Burglary Business and Community

| | Recorded Crime | Last Year | % Change | Number change |
|----------------------|----------------|------------|-------------|---------------|
| October 2021 | 188 | 224 | -16.1% | -36 |
| November 2021 | 181 | 141 | 28.4% | 40 |
| December 2021 | 119 | 127 | -6.3% | -8 |
| January 2022 | 173 | 112 | 54.5% | 61 |
| 4 Month total | 661 | 604 | 9.4% | 57 |

Burglary Business and Community offences have experienced an overall increase of 9.4% with 57 more offences compared to the same period last year. Decreases were seen for the months October and December. With November and January 2022 seeing notable increases of 28.4% (40 more offences) and 54.5% (61 more offences) respectively. The same period in 2019 saw 916 crimes recorded. Therefore, when compared with 2021, further decreases are seen of -27.8% (-255).

4.3 Anti-Social Behaviour

| | Recorded Incidents | Last year | % Change | Number change |
|----------------------|--------------------|--------------|---------------|---------------|
| October 2021 | 2522 | 3728 | -32.3% | -1206 |
| November 2021 | 1959 | 3777 | -48.1% | -1818 |
| December 2021 | 1984 | 3562 | -44.3% | -1578 |
| January 2022 | 1991 | 4203 | -52.6% | -2212 |
| 4 Month total | 8456 | 15270 | -44.6% | -6814 |

Anti-Social Behaviour (ASB) has experienced an overall decrease of -44.6%, with 6814 less incidents. Decreases against the same month last year were seen for each of the four months, with the largest decrease being for January 2022 with 2212 less incidents compared to last year. This aligns with Covid-19 restrictions being lifted between October 2021 and January 2022 compared to the previous year.

For the four month period, the following ASB call types saw the largest reductions:

- Rowdy or nuisance gathering in Public reduced by 52.5% (-3301 incidents) compared to same period last year.
- Neighbour Disputes/nuisance reduced by 61.0% (-2194 incidents) compared to same period last year.
- Nosy Party/Event/Rave reduced by 59.7% (-108 incidents) compared to same period last year.
- Motor Vehicle Nuisance on road reduced by 40.0% (-615 incidents) compared to same period last year.

4.4 Chief Constable's Crime Squad

The Chief Constable's Crime Squad continues to function within the Service Level Agreement and parameters as set out by the Chief Constable. It consists of 32 investigators split across the three

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Divisions with leadership from a DCI and DI. The team was introduced on 25th February 2019 and has five officers working with major crime to support the exceptional demand they have seen across 2021.

During the period October to December 2021, the team continued to contribute to the Force's priorities through the monitoring, identification, and investigation of serious acquisitive crime offences. These include both standalone and series offences. The Chief Constable's Crime Squad have continued their focus on residential burglary and robbery offences over this period supporting the Force's priorities.

The Crime Squad have used proactive and reactive approaches to tackling burglary and robbery offences which have included offences relating to the theft of high value vehicles and jewellery where family residences have been targeted. There have been notable operations around these particular crime types which have seen significant arrests. One such operation related to family gold burglaries in North and West Kent. The team embarked on a proactive operation which led to the arrest of the offenders as they were caught in the act of committing a burglary. The offenders were charged and remanded whilst in custody. The group are charged with a series of 24 burglary offences.

The team review all burglary offences each day identifying opportunities which lead to smaller quick time investigations. An example of this was the swift identification of an individual on the Isle of Sheppey for eleven similar burglary offences who was identified, traced, arrested and charged within a fortnight of the first offence. They have also seen the positive outcomes from hard work around series offending at court with offenders of an emotive burglary series being convicted to 5 years each. Two healthcare professionals abused their position to access medical records and then commit offences against significantly vulnerable individuals which included stealing morphine from their end of life medication 'just in case' box.

Furthermore, an offender who was charged and kept on remand from a previous reporting period was found guilty at court of a series of burglary offences with the Judge imposing an 11 year sentence. These offences across North and West Kent were residential burglaries totalling 17 separate offences.

The Chief Constable's Crime Squad has continued their focus on the Robbery crime type with success across the force, notably the East team who focused their investigative work against an individual who had committed seven separate street robbery offences. The offender was quickly identified, arrested and charged with the offences and is currently on remand in prison. There were successes with single robbery offences including the investigations into knife enabled street robberies and commercial robberies. The team ensured that all offenders were arrested and charged and saw further success against a knife point commercial robbery in the Rochester airport area, seeking the offenders as far away as Norfolk.

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The following table highlights the period of October to December 2021 demonstrating the results from the Chief Constable's Crime Squad during this second quarter:

| | October to December 2021 |
|---|---------------------------------|
| Arrests | 75 |
| Prisoners dealt with | 74 |
| Warrants executed (Inc S32/18) | 36 |
| Positive outcomes linked to investigations | 121 |
| Charges-Total | 142 |
| Sentences | 115 years 2 months |

5. Tackling Abuse, Exploitation and Violence. 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.

5.1 Domestic Abuse (DA)

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|--------------|-------------|---------------|
| October 2021 | 3296 | 3201 | 3.0% | 95 |
| November 2021 | 3212 | 2850 | 12.7% | 362 |
| December 2021 | 3097 | 2941 | 5.3% | 156 |
| January 2022 | 3017 | 3216 | -6.2% | -199 |
| 4 Month total | 12622 | 12208 | 3.4% | 414 |

Domestic Abuse offences have experienced a 3.4% increase, with 414 more offences compared to the same period last year. October to December experienced increases, whilst January 2022 has seen a decrease compared to last year, with a decrease of 6.2% (199 less victims).

The greatest crime type group within DA recording is Violence against the Person, with 80% of the total DA crime being seen in the 2021/22 period and 81% in the 2020/21 period. Within VAP is Stalking and Harassment and Controlling or Coercive Behaviour. When comparing the proportion of both of those crime types with the total volume of DA VAP remains stable at 42% between the 2020/21 and 2021/22 periods. The 'other' DA offence category, such as theft, has increased in terms of both volume and proportion over the comparative periods, this is the same for the DA sexual offence category.

5.2 Rape

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|------------|--------------|---------------|
| October 2021 | 214 | 180 | 18.9% | 34 |
| November 2021 | 219 | 171 | 28.1% | 48 |
| December 2021 | 199 | 138 | 44.2% | 61 |
| January 2022 | 200 | 137 | 46.0% | 63 |
| 4 Month total | 832 | 626 | 32.9% | 206 |

Rape offences have experienced an increase of 32.9%, with 206 more victims compared to the same period last year. Notable increases were seen in December 2021 and January 2022 compared to 2020/21 period. The same period in 2019 saw 675 offences recorded, therefore, when compared with 2021, further increases are seen of 23.3% (+157).

Improvements in the charge rate for rape were seen in 2021/22 with a 4.1% charge rate, which is a 1.1% increase in when compared with 2020/21 and a further increase of 0.4% in the charge rate compared with 2019/20.

5.3 Violent Crime

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|--------------|--------------|---------------|
| October 2021 | 7741 | 7811 | -0.9% | -70 |
| November 2021 | 7718 | 6334 | 21.9% | 1384 |
| December 2021 | 7163 | 6004 | 19.3% | 1159 |
| January 2022 | 7002 | 6193 | 13.1% | 809 |
| 4 Month total | 29624 | 26342 | 12.5% | 3282 |

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 an increase of 12.5%, with 3282 more offences in the period October 2021 to January 2022. The same period in 2019/20 saw 37299 crimes recorded. Therefore, when compared with 2021/22, increases are seen of 11.8% (+3133).

VAP constitutes the greatest proportion of, and therefore volume of violent crime, with 91.0% of the total in 2021/22 and 91.9% in 2020/21. VAP volumes increased by 2745 between the 2020/21 and 2021/22 periods and increases of 2214 offences were seen against 2019/20 VAP offences.

5.4 Robbery

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|------------|-------------|---------------|
| October 2021 | 112 | 100 | 12.0% | 12 |
| November 2021 | 123 | 117 | 5.1% | 6 |
| December 2021 | 77 | 101 | -23.8% | -24 |
| January 2022 | 114 | 73 | 56.2% | 41 |
| 4 Month total | 426 | 391 | 9.0% | 35 |

Robbery offences have experienced an increase of 9.0% overall in this period, with 35 more victims compared to the same period last year. With the exception of December 2021, October, November, and January have all seen increases on the same period last year. The most notable increase is

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January 2022 with a 56.2% increase (+41 more offences), which aligns to when the country was in the third lockdown period which began on 4th January 2021.

5.5 Sexual Offences

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|-------------|--------------|---------------|
| October 2021 | 620 | 472 | 31.4% | 148 |
| November 2021 | 595 | 495 | 20.2% | 100 |
| December 2021 | 506 | 384 | 31.8% | 122 |
| January 2022 | 512 | 380 | 34.7% | 132 |
| 4 Month total | 2233 | 1731 | 29.0% | 502 |

Sexual offences have experienced an increase of 29.0%, with 502 more victims compared to the same period last year, with the largest increases experienced in the months of December 2021 and January 2022.

The arrest / interview rate has decreased from 37.0% last year to 35.2% this year, however, is an increase on the 33.1% seen in 2019/20. The solved rate has increased from 5.0% last year to 5.1% this year, which is also an increase on the 4.8% seen in 2019/20.

5.6 Violence Against the Person (VAP)

| | Recorded Crime | Last year | % Change | Number change |
|----------------------|----------------|--------------|--------------|---------------|
| October 2021 | 7009 | 7239 | -3.2% | -230 |
| November 2021 | 7000 | 5722 | 22.3% | 1278 |
| December 2021 | 6580 | 5519 | 19.2% | 1061 |
| January 2022 | 6376 | 5740 | 11.1% | 636 |
| 4 Month total | 26965 | 24220 | 11.3% | 2745 |

This group of offences has experienced an increase of 11.3%, with 2745 more victims compared to the same period last year. The 2021/22 volume has also seen an increase of 8.9% against the 2019 period where 24751 offences were recorded.

The greatest increases in VAP is Violence without injury with 18.9% (+939). Offences under Violence without Injury with the largest increases are Assault without Injury up 11.1% (+1016), Threats to Kill up 59.6% (+243) and Assault on a Constable is up 28.6% (+116).

A significant proportion of VAP recorded offences is attributable to DA and has decreased from 40.8% to 37.6% of total VAP between the 2020/21 and 2021/22 periods; the key elements of this have been discussed in the DA section of this report.

5.7 County Lines and Gangs.

The County Lines and Gangs Team operates under two SLAs (Gangs and County Lines) for the Force under agreed parameters from key stakeholders. It consists of 32 investigators split across three divisions under the supervision of the same Detective Chief Inspector as the Chief Constable's Crime Squad and has its own Detective Inspector.

Tackling County Lines and Gang Criminality has remained a priority for Kent Police with the County Lines and Gangs Team (CLGT) continuing to deliver a strong performance. Since September 2021 the number of County Lines has fallen from 44 to 37 County Lines with the associated threat harm and risk harm scoring reducing too.

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The disruption wing of the team remains dynamic with a recent application process indicating it is a sought-after role. This enables them to respond quickly and effectively to incidents of vulnerability and assist the investigators in building effective case files to secure charges and obtain early guilty pleas. The Disruption Team have also dealt with several other lines, including the arrest and charge of an individual who was seen dealing on the street and was concealing a knife and 50 wraps of heroin.

The Crime Command of the Force is now responsible for the Prison Team within Kent, investigating crime that occurs within the prison. The team consists of a sergeant and nine 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. Officers from CLGT are working with local prisons to educate them on the use of language from their inmates in order to gather better intelligence.

Due to the officer uplift program in Kent Police the CLGT now has four County Lines Intervention Officers across the county. They have been working closely with vulnerable children and young people identified through the team's activity. Their work is contributing to changing the lives of young people, for example, through their work they have been able to secure the cooperation of a victim who was subjected to a knife point robbery at the hand of a gang member. Their intervention has led to the young person accessing diversionary opportunities and they are now working to obtain a civil order against those that are causing violence within Kent.

The CLGT continue to work in strong collaboration with our partners within the Metropolitan Police Service (MPS); at least three county line referrals from each division have been submitted during a specific operation where cross border information and intelligence sharing was taking place with the MPS. The CLGT now has a new DI and the team continue to work effectively from the point of charge right through to conviction at court and has seen a number of sentences which are detailed below. Due to the case file preparation the team often secure early guilty pleas which indicates strongly the quality of the evidence determined by the teams.

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 team has also seen the development of a strong working relationship with our Special Constabulary colleagues establishing a rolling Special Constable attachment to the East CLGT. Each of the special constabulary teams have been briefed personally by the DCI about the work of both the CLGT, Prison Team and CCCS with agreements to work with each other. A recent joint working with CLGT, Divisional resources, BTP and Special Constables saw the arrest and detention of a key London based nominal for drugs supply offences. The arrest led to key intelligence being gathered against a County Line running into Dover.

The Pursue Board continues to have oversight of the matrix and manages the lines which are accepted for scoring. Any nomination must now fit the criteria set out in the County Lines SLA before it can be considered for scoring and there must be clear provenance to accompany each nomination which explains how it meets the necessary criteria. Due to the number of lines, the CLGT takes responsibility for all the lines, managing and identifying emerging risk.

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Results for October to December 2021 from the County Lines and Gangs Team are as follows:

| | October to December 2021 |
|---------------------------------------|---------------------------------|
| Arrests | 72 |
| Prisoners dealt with | 73 |
| Warrants executed (Inc S32/18) | 41 |
| Charges-Total | 100 |
| Weapon Seizures | 19 |
| Sentences | 59 yrs 8 months |

5.8 Knife Crime

Operation Eminent is the Force's plan to tackle serious violent knife crime. Kent Police received additional funding from the Home Office this year to tackle and reduce knife crime. The fund is spent on visible activity in defined hotspot areas across the county to tackle serious violence. The activity is tracked and reported back to the Home Office so that the impact of the activity on reported crime can be tracked. The funding can be used for Post Lockdown Easing Activity (April and May only), Operational Activity, Increasing Analytic Capability and Analysis.

A broad range of enforcement activity has taken place in the period of October 2021 to January 2022 and has yielded the following results during this time:

| | |
|---|-------|
| Arrests | 1,104 |
| Warrants executed (Inc S32/18 searches) | 106 |
| Stop and Search | 1,292 |
| ANPR Stops | 212 |
| No of Cash Seizures | 161 |
| Drug Seizures | 784 |
| Weapon Seizures | 478 |

6. Combatting Organised Crime.

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 SCD and delivered locally through CSUs and local teams, the force is actively combatting organised crime related activity.

6.1 Organised Crime Groups (OCG)

In the past four months, the Kent and Essex Serious Crime Directorate have continued to target OCG criminality across the force. Through the established multi-agency approach, local Serious Organised Crime Partnership Boards mobilise partners across the 4 pillars of Prevent, Protect, Prepare and Pursue elements to protect communities.

SCD lead on tackling the most challenging and high-harm OCG offenders. Using a range of tactics, the Directorate has achieved numerous convictions and wider victim justice outcomes for serious crimes committed by Kent OCG nominals.

Between October 2021 and January 2022, a summary of results achieved by the Serious and Organised Crime Team within SCD, against OCGs is as follows:

| | April – September 2021 | October 2021 – January 2022 | Total FY to date 2021-2022 |
|--|-------------------------------|--------------------------------------|-------------------------------------|
| Arrests | 48 | 33 | 81 |
| Warrants executed | 26 | 27 | 53 |
| Total Charges | 19 | 16 | 35 |
| Remands in custody | 16 | 16 | 32 |
| Drugs recovered – Class A | 20.5kg | 102kg | 122.5kg |
| Drugs recovered – Class B | 21.kg | 22kg | 43kg |
| Cash seized | £294,055 | £242,580.00 | £536,635.00 |
| Assets seized | 31 x Rolex watches | 18 x Rolex 8x high value vehicles | 49x Rolex 8x high value vehicles |
| Firearms recovered | 1 | 1 | 2 |
| Sentences obtained Imprisonments & suspended | 89 years | 161 years and 5 months | 250 years and 5 months |

During the period October 2021 to January 2022 there were a number of operations executed by SCD and one investigation undertaken related to the importation of cocaine from Europe into the UK before being distributed around Kent and the South East London area. A detailed phased approach to the operation was taken, which saw all members of the OCG arrested and the OCG completely dismantled. During the operation approximately £850,000 cash was seized, 10 high value vehicles, 15 high value watches and large quantities of cocaine and amphetamines.

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Another operation saw the investigation into an aggravated burglary where the victim was approached outside her house by a cyclist who had asked for water, when she returned with the water, he jumped over the fence, bundled her inside the house and restrained her before stealing cash and valuables. During the ordeal she was attacked, and a bottle of alcohol poured over her head. Police found her bound hand and foot 2 days later. Significant enquiries led to the arrest of a local man who was later charged and remanded. Following a trial at Maidstone Crown Court where the defendant tried to escape during the trial, he found guilty and will be sentenced later this year.

Another investigation took place relating to a sophisticated OCG operating in Kent. The OCG communicated by using specialist handsets known as Encrophones and they set up a professional operation supplying commercial quantities of drugs including cocaine, cannabis and amphetamines. The drugs were believed to be in excess of £2 million and the OCG used these phones to arrange the buying, selling and distribution of the drugs. All members of the OCG were arrested and were found guilty at court with over 49 years' worth of prison sentencing between them.

Disruptions

Efforts to disrupt OCGs by interfering with suspects' behaviours and circumstances so it is harder for them to commit crime are vital as they can interrupt the organisation of their planned offences. Disruption is a powerful tool for combatting OCGs and the below chart shows the number of disruptions carried out by the unit for the reporting period October 2021 – January 2022.

| Month | May 21 | Jun 21 | Jul 21 | Aug 21 | Sept 21 | Total |
|---------------|---------------|---------------|---------------|---------------|----------------|--------------|
| Number | 9 | 26 | 23 | 17 | 14 | 89 |

7. Provide Visible Neighbourhood and Effective Roads Policing.

Providing visible, local policing at the heart of our policing model remains a priority for Kent Police. The challenge however is clear in respect of maintaining a visible presence balanced against an increase in demand and fewer resources.

7.1 Local and Community Policing.

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.

Engagement remains a fundamental part of neighbourhood policing. In addition to face-to-face engagement and use of traditional social media, in October Kent Police launched a novel two-way engagement tool called 'My Community Voice' and have trained all Community Safety Units to use it and obtain the most from it. In early January My Community Voice was launched to the public and there are currently over 6,000 members of the public signed up to it. All Districts across the county are now signing up members of the public to use the tool to engage and so far there has been some excellent feedback with users rating the quality of the engagement at an average of 5.45 out of 6. The Force will continue to improve and develop its use of My Community Voice to allow it to drive operational activity.

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Visible and accessible Police presence, working closely with young people, parents, and carers, will foster a respectful and positive perception of Policing and improve trust and confidence, particularly of children and young people. This approach has been shown to be effective in disrupting criminal activity, identifying early intervention safeguarding opportunities and reducing the fear of crime and victimisation. The early evidence for officers working in town centres and schools shows this is being achieved across all districts.

Officers will continue to upskill during 2022, focusing on a range of Continued Professional Development, most notably 'Youth Mental Health First Aid' and 'Policing in the classroom'. As officers develop their understanding of the type of criminality that impacts on the young people in different educational establishments, the focus will be on targeted prevention and deterrence development around the top generated crimes and calls for service.

The Problem Solving Task Force (PSTF) was launched during 2020/21, the first unit of its kind in policing, implemented with 24 PCSOs who work with CSUs and partners to take enforcement action, make environmental improvements and provide visible policing in areas where long term embedded problems have persisted. The team have been working across the county, including recent deployments in Maidstone, Deal and Canterbury and have used problem solving and evidence led approaches to identify and tackle the causes of crime and ASB in the relevant areas, working with partners, local Community Safety Units and Citizens in Policing volunteers. The joint working has resulted in some excellent results in the following areas:

Maidstone

- 33% reduction in sexual offences,
- 50% reduction in calls to Brenchley House
- 40% reduction in reported crime in Brenchley Gardens
- 75% reductions in reported crime at Maidstone Railway Station.

Deal

- 26% reduction in call demand overall.
- Resident Perception Survey responses clearly indicate that increased PSTF presence in the area gave residents more confidence to report incidents.

Canterbury

- Crime has seen an 84% decrease in St Stephens Ward
- 89% decrease in offences reported on the University Campuses
- 93% decrease in crime in Wincheap
- 92% decrease in crime taken place in the Sturry Road Ward
- 77% decrease in Assault calls
- 86% decrease in Drug related calls.

7.2 Citizens in Policing

Special Constabulary

Kent SC establishment is 325 officers as of January 2022. This is a decrease of 37 officers since June 2021 as the pandemic eased and officers returned to their workplace. However, even with a reduction, the hours committed has increased significantly to over 135,000, the highest committed hours recorded for at least 8 years. East had the highest number of Specials at 29.3%, while West had the least with 16.2%. 13.1% of Kent Specials identify as being from a minority ethnic group or not stated ethnicity and females account for 25% of the overall establishment. SC volunteered 135,287 hours in the period. Operational deployments accounted for 77,869 hours with 10,760 incidents attended, 594 arrests and 1,043 excess speed offences dealt with.

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Police Support Volunteers

PSVs have been reintroduced to many teams around the county and some new roles are being created within schools with the introduction of the Schools Officers. Establishment of PSVs also experienced a reduction of 20% mainly due to the pandemic. There are currently 153 volunteers around the county with a drive to increase that in 2022.

Community Speedwatch

CSW demand has continued to increase with over 40 new schemes starting in the near future. Roadside volunteers provided information for over 35,000 vehicles who were exceeding the speed limit which were accumulated through 2764 CSW sessions and 9289 hours spent at the roadside. Currently there are 1427 volunteers registered on the system. A 'develop you' post for a PC to provide enforcement support was successfully advertised and filled and this has proven to be beneficial with positive feedback from CSW team members, local councillors and borough councillors.

Volunteer Police Cadets

The Mini Cadet programme continues to grow following the successful pilot at the start of 2021 in Temple Hill School in Dartford. A further 17 schools joined the programme at the end of October, reaching out to over 200 children aged between 8 – 11 years and the Force has received some very positive feedback from the schools. In 2022 the programme has extended to a further 11 schools with 8 further schools to commence in February with another 8 schools scheduled to commence in April/May. By the end of May 2022 the programme will have reached more than 540 children.

The Senior Cadet programme is also continuing to grow after the launch of Dartford and Folkestone units in November 2021. There are currently 409 cadets across the county and this figure will continue to increase with further intakes in 2022. Interest in cadets also continues with a further 390 cadets on the waiting list. There are currently 138 active volunteer leaders supporting the 12 units with a further 53 in the recruitment process to ensure a robust resourcing model is in place and to assist with the potential growth of the programme.

Community Policing Volunteers

Community Policing Volunteers (CPVs) remain the most popular strand of volunteering and additional strands and initiatives are being developed with over 130 volunteers already recruited with interesting opportunities opening up in Joint Response Unit and now the Marine Unit. The Force are seeking to increase the number of CPVs to over 300 by 2023 which remains on track and achievable. Equine PCSOs, JRU and Security are areas where CPVs are working and in the near future this will be the case with Schools Liaison Officers as they are likely to commence training in May 2022.

7.3 Tactical Operations. Tactical Operations deliver a range of tactical assets to support policing operations at all levels of criminality and provide a visible presence on the streets of Kent. Teams include Firearms, Dog Section, Tactical Support, Search and Marine Unit, Roads Policing, Proactive Targeting Team and the Rural Liaison Team.

7.4 Roads Policing. Kent has 6,126 miles of roads and 204 miles of motorways therefore effective roads policing is key to keeping people safe on our roads. The force focuses on the fatal four offences: tackling speeding; substance misuse; seatbelt offences and mobile phone use, as well as other strategic threats such as driving without proper licences or insurance. The Roads Policing Unit (RPU) operates 24/7 across the county to provide a specialist response to the strategic road network and supports divisions in disrupting criminality. There are three key areas of activity and focus which demonstrate the commitment to keeping Kent's roads safe which are education and enforcement, partnership working and quality investigations in respect of serious road traffic offences

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Kent Police Road Policing consists of the Roads Policing Unit, Roads Safety Unit and the Serious Collision Investigation Unit (SCIU). The activity and focus of the teams are:

- Education and enforcement
- Partnership Working
- Quality investigations in respect of serious road traffic offences
This takes place whilst maintaining a contribution to, the Kent Control Strategy requirements.
This is achieved by:
 - Providing specialist skills to bring high risk road incidents to a timely and safe conclusion.
 - Supporting Local Policing by responding to requests for call attendance by the FCIR.
 - Ensuring all opportunities to work with partners to disrupt criminal activity are maximised.

Call attendance plateaued in September, October, and November but saw a significant increase in December 2021.

The contribution of the Special Constabulary Roads Policing Team is recognised; officers are integrated in to both routine patrolling and planned operations. It should be noted that their contribution is collated separately and reported through alternative channels and therefore not included in the below data.

The following data demonstrates an improving picture in terms of performance not only in terms of enforcement against the Fatal 4 offences but also in the increased attendance at calls across the county.

| | September 2021 | October 2021 | November 2021 | December 2021 |
|-------------------------|-----------------------|---------------------|----------------------|----------------------|
| Speed | 135 | 197 | 166 | 281 |
| Seatbelt | 44 | 46 | 41 | 29 |
| Mobile Phone | 49 | 57 | 41 | 41 |
| Summons | 8 | 6 | 2 | 4 |
| TOR Other | 129 | 155 | 155 | 180 |
| GFPN Other | 68 | 139 | 93 | 133 |
| Other Process | 94 | 81 | 101 | 91 |
| Vehicle Seizures | 46 | 46 | 81 | 69 |
| Total Arrests | 80 | 56 | 102 | 104 |

| Call Attendance | September 2021 | October 2021 | November 2021 | December 2021 |
|------------------------|-----------------------|---------------------|----------------------|----------------------|
| Immediate | 602 | 588 | 591 | 792 |
| High | 111 | 141 | 139 | 155 |
| Total | 713 | 729 | 730 | 947 |

Roads Safety Unit

During the reporting period the Roads Safety Unit continued to proactively deploy alongside internal and external partners in support of their primary objective of driving down the contributory factors leading to death and serious injury on our roads and in particular the 'Fatal Four' (Excess speeding, unlawful mobile phone use, no seatbelts and drink and/or drug driving). In addition, opportunities have been taken to combine this enforcement with other Kent policing priorities whenever possible.

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Examples include working in collaboration with Essex Police Road Crime Team at the Dartford River Crossing, supported by Kent Police Special Constabulary, Rural Task Force, Kent Police Vehicle Examiners, Dartford Council Enforcement Team and DVSA. All partners benefitted individually with Kent Police results including 4 arrests, numerous vehicles seized, including a stolen vehicle and a large amount of varied traffic related offences and fines.

Other operations during December 2021 included an operation targeting the illegal carriage of waste and fly tipping activities and another operation which focussed on joint working with Canterbury Community Safety Unit targeting the 'Fatal Four' offences.

Similar activities are replicated every month and are in addition to the enforcement activities scheduled in accordance with the NPCC National Roads Partnership Calendar.

Serious Collision Investigation Unit (SCIU).

SCIU continue to respond to the most serious injury and fatal road traffic collisions, providing specialist scene management, investigation capabilities and expert prosecution support. In 2021 SCIU investigated 53 fatal road collisions which resulted in 58 fatalities.

One examples of their prosecution cases was on 11th November 2021 where Nicholas Gray was sentenced at Maidstone Crown Court after pleading guilty to causing death by careless driving. The circumstances of this case was that on 17th July 2018 Nicholas Gray's truck collided with cyclist David Adlam, a 62 year old male, on the B2176 Penshurst Road, Tonbridge after performing an overtake without the use of his nearside mirror which was displaced earlier on his journey. Mr Adlam died at the scene as a result of the injuries he sustained. Nicholas Gray was also disqualified from driving for 15 months.

8. Delivering an Efficient Service.

The force continues to review its processes to ensure that communities in Kent receive a first-class service whilst delivering value for money. The force has a strong commitment to joint working, in particular with Essex Police, and is an active member of the seven-force strategic alliance.

Both the Chief Constable and PCC are committed to the continued drive for financial savings and process gains for which there will be no change to the momentum of the local plans to deliver positive outcomes regardless of the increased flexibility afforded to the PCCs in setting the forces budget.

8.1 Mental Health and Section 136 (s136) Detentions. The police use of Section 136 of the Mental Health Act (1983) to detain individuals who appear to be suffering from a mental health crisis has been decreasing since December 2019.

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 is playing a leading role, particularly on the improvement to collection and use of data and delivery of enhanced training to ensure the appropriate intervention is made when dealing with people in crisis.

This work has resulted in better outcomes for vulnerable people by a significant reduction in the use of police s136 powers of detention.

The table below shows the number of s136 detentions from 2018 to Jan 2022. Detentions have continued to reduce since December 2019. Our figures from last year showed a 27% decrease in 2020 and a 36.6% decrease on 2019 which was our highest year ever. This steady decrease has also continued into 2022 with detentions in January 2022 at 76 compared to January 2021 which was at 110.

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| Month | 2018 | 2019 | 2020 | 2021 | 2022 |
|-------|------|------|------|------|------|
| Jan | 117 | 152 | 146 | 110 | 76 |
| Feb | 101 | 148 | 155 | 144 | |
| Mar | 152 | 155 | 138 | 132 | |
| Apr | 147 | 161 | 113 | 99 | |
| May | 141 | 205 | 160 | 125 | |
| June | 146 | 149 | 150 | 128 | |
| July | 159 | 200 | 189 | 117 | |
| Aug | 166 | 194 | 201 | 112 | |
| Sep | 146 | 196 | 157 | 96 | |
| Oct | 156 | 200 | 150 | 89 | |
| Nov | 139 | 170 | 125 | 84 | |
| Dec | 127 | 136 | 114 | 74 | |

This step change results in less vulnerable individuals being detained by police officers. Consequently, there is a much-reduced burden on frontline policing with appropriate interventions taking place by the right service at the right time. However, when officers do use s136 powers they often experience protracted waits at Emergency Departments, something that is exacerbated by the continued closure of the Littlebrook s136 assessment suite.

Internal training continues to be delivered by the Mental Health Policing Team and has ensured people are not unnecessarily detained under s136 of the Mental Health Act and appropriate advice is sought prior to every detention, with alternative powers and services being considered. This training has now been extended to the Tactical Operations Command officers and will also shortly be delivered to Central Custody staff.

Use of the 836 street-triage advice line continues, with a focus on improving availability and quality of clinical advice to front line officers dealing with persons in crisis. The Kent Police Mental Health Team is supporting partners to review processes and practices to improve the quality of service to patients. This includes a CCG led deep dive into the response to children who are detained under s136.

A new mental health e-form will generate more detailed data and enable greater scrutiny of service delivery. The new form is due for release in early 2022 and the information will be shared with partners to assist in the continued service improvements for people in crisis.

The Urgent Care Oversight Board drives a raft of projects to improve service provision. It continues to be co-chaired by the Strategic Partnerships and feeds into the PCC Chaired Crisis Care Board. The longer-term ambition is to create a 24/7 age appropriate crisis care via NHS 111 by 2023/24 with a 24/7 crisis function for adults during 2022.

Our joint commitment and partnership working arrangements in response to mental health have seen a sustained improvement in our use and approach to section 136 powers and ensuring that there are less restrictive outcomes for those that present to police in crisis.

8.2 Making Contact. Call handling performance for emergency and non-emergency calls for the period October 2021 to January 2022 is set out in the tables below:

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

| 999 call totals: | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 |
|-----------------------------|-----------------|-----------------|-----------------|-----------------|
| Calls Received | 30,527 | 28,934 | 29,701 | 27,820 |
| Calls Answered | 30,120 | 28,555 | 29,366 | 27,537 |
| Calls Not Answered | 407 | 379 | 335 | 283 |
| % Not Answered | 1.33% | 1.31% | 1.13% | 1.02% |
| Average Queuing Time | 15s | 15s | 17s | 14s |
| Average Talk Time | 4m 42 | 4m 48s | 4m 41s | 4m 39s |

The volume of 999 emergency calls remain high comparing year on year. Despite this, through well managed performance, the attrition has reduced from the extremely challenging summer period.

Over the reporting period, the attrition has remained in a stable position with an average of 1.22%. This means that the overall financial year calls not answered attrition is at 1.55% which is well within the aspirational benchmark of 2%. Call queuing times have reduced to 15 seconds in this reporting period compared to 17 seconds in the previous one and talk time has reduced from an average of 5m 20s to 4m 42s. This is balanced against a backdrop of the requirement on call takers to update victims as their first point of contact in line with the Victim and Witness Service Strategy 2020.

| 101 call totals: | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 |
|-----------------------------|-----------------|-----------------|-----------------|-----------------|
| Calls Received | 31,075 | 28,049 | 27,371 | 27,400 |
| Calls Answered | 24,152 | 21,718 | 19,972 | 20,928 |
| Calls Not Answered | 6,923 | 6,331 | 7,399 | 6,427 |
| % Not Answered | 22.28% | 22.57% | 27.03% | 23.62% |
| Average Queuing Time | 4m 21s | 4m 44s | 4m 24s | 4m 50s |
| Average Talk Time | 8m 18s | 8m 40s | 8m 14s | 8m 18s |

The volume of 101 public non-emergency calls received during this period continues to decrease year on year comparatively. The force continues to support channel choice for those wishing to use our service and alternative methods offered through digital contact such as online crime reporting and live chat. These remain well utilised by the public and in addition a new option to report ASB online has been introduced which has started to see an increasing uptake.

During the period of transitioning out of the pandemic, the percentage of calls not answered remains challenging and again saw a peak of 27% in December which was due to increases in 999 emergency calls as staff prioritise the emergency calls. The overall financial year to date position has marginally increased to 19.16% which is assessed as being a direct impact of increasing 999 calls which remain the Force priority. Call queuing times are 4m 35s with talk time remaining stable at 8m 23s.

Following a post implementation review, a position paper was presented and agreed at the Strategic Change Board to amend the business model that was introduced in 2020 and the changes will be developed over the next quarter to enhance resilience to meet current and future demand.

Channel ShiftDigital Contact

| Digital Contact: | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 |
|---|-----------------|-----------------|-----------------|-----------------|
| Number of Digital Contacts into FCIR | 7,868 | 8,274 | 7,811 | 9,042 |

All Digital demand into the FCIR has shown ongoing growth since more channel choice became available to the public. Whilst the comparative data shows a decrease on the same time in 2020, the majority of this digital contact decrease was COVID breach reports that were at an all-time high during the same reporting period. Future technology and an investment in digital channel choice will enhance the force's ability to deliver a service to the people of Kent.

Online Crime Reporting (OCR):

| OCR totals: | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 |
|---|-----------------|-----------------|-----------------|-----------------|
| Number of 'Report a Crime' Submissions | 3,492 | 3,782 | 3,106 | 3,701 |

Online crime reporting continues to increase with a 44% increase compared to the same reporting period last year. This functionality provides opportunities for quicker quality assurance and allocation where appropriate.

Live Chat

| Live Chat totals: | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 |
|--------------------------|-----------------|-----------------|-----------------|-----------------|
| Live Chat volumes | 3,024 | 3,118 | 3,343 | 3,734 |

The Live Chat use has continued to remain high for this reporting period despite COVID breaches no longer being reported and as demand increases the FCIR continues to respond by ensuring appropriate staffing levels remain available to operate within the e-desk.

Investigation Management Unit (IMU)

| IMU & Crime totals: | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 |
|--------------------------------|-----------------|-----------------|-----------------|-----------------|
| Recorded Crime | 15,456 | 15,893 | 14,377 | 14,104 |
| Cancelled Crime | 562 | 457 | 572 | 541 |
| % of Total | 3.5% | 2.8% | 3.8% | 3.7% |

Recorded crime for this period has increased by 11.2% compared to the same period in Oct 20 – Jan 21. Comparisons between crime levels are difficult to draw due to the impact of COVID-19. A more accurate comparison shows crime levels reducing by 5.2% compared to Oct 19 – Jan 20.

9. Summary

In summary, the Force has been performing at a high standard over the past 4 months as this quarterly report highlights. During the Covid-19 pandemic the Force demonstrated how they were able to continue to police through an unprecedented time, adapting techniques and approaches, being resourceful and utilising technology. As the country emerges out of the pandemic the Force is

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demonstrating its ability to further adapt to changing demands and continues to be victim focussed, providing a first-class service to the people of Kent despite the challenges faced. The Force continues to analyse and identify best practices to continue operating in this way as the county resumes a new normality as the pandemic begins to subside.