

# Meeting Notes

**Title:** Kent Police and Crime Commissioner's Governance Board

**Date & time:** Tuesday 2 August 2016, 10.30am

**Venue:** Clift Room, Kent Police Headquarters, Sutton Road, Maidstone, ME15 9BZ

**Attendees:** **Office of the Kent Police and Crime Commissioner:** Matthew Scott (Police and Crime Commissioner), Adrian Harper (Chief of Staff), Sean Nolan (Chief Finance Officer)

**Kent Police:** Chief Constable Alan Pughsley, Deputy Chief Constable Paul Brandon

## 1. Welcome & Introduction

The Commissioner welcomed everyone to the Governance Board.

## 2. Notes of Previous Meeting

The meeting notes from the Governance Board on 5 April 2016 were noted as a true and accurate record. There were no actions.

## 3. Policing and Mental Health Provision

The Chief Constable provided a summary of the supporting paper, [Policing and Mental Health Provision](#).

The following points were raised and discussed:

- The Commissioner expressed concerns at the demand mental health issues was placing on Kent Police officers/staff and the service provided to the public. The Chief Constable welcomed the discussion around mental health and policing within the county, including the wellbeing of officers/staff.
- Kent Police spend one third of their time dealing with individuals with mental health issues.
- Whilst recognising the demand and difficulties, the Chief Constable was complimentary of how officers/staff manage individuals in line with s136 of the Mental Health Act.
- The Chief Constable explained that the police can detain individuals in custody for up to 72 hours under s 136, but this was due to reduce to 24 hours under The Policing and Crime Bill 2016..
- The Chief Constable and Commissioner agreed the police should be the last resort as a place of safety for those with mental health issues; however there was limited secure accommodation available in Kent.
- Kent Police have requested a seat on the Kent Health and Wellbeing Board, unfortunately this was declined. The Commissioner said that he may be able to speak to the chair to stress the importance of having a Kent Police representative on the board. The Chief Constable thanked the Commissioner.
- The Commissioner asked why detentions under Section 136 were increasing. The Chief Constable stated that the police are often the service of last resort, available 24/7 and more accessible than other agencies through a range of channels, including the non-emergency 101 telephone number.
- The Chief Constable also stated that Kent Police often come into contact with the same individuals, with approximately 10-15% being repeat presenters each month.

- The Commissioner asked what impact the Bracton Centre in Dartford is having on Kent Police resources. The Chief Constable stated that the centre mainly houses individuals from London and that the Force receives around 100 calls to the centre each year – impacting on the service residents on the border receive from their local policing teams. The Chief Constable stated that workshops with partners are taking place to improve the provision of mental health services within North Kent.
- The Commissioner asked how he can help reduce the demands of mental health on Kent Police and ensure those individuals in need receive the most appropriate support. The Chief Constable said that it was important to ensure officers/staff could access mental health experts internally; the increased use of technology was pivotal to more effectively managing demand; and since the new police website will help direct individuals to services, there was a need to re-educate the public on how best to interact with Kent Police.

#### 4. Managing 101 Call Demand

The Deputy Head of Crime and Incident Response, Carol Norfolk, gave a presentation on [managing 101 call demand](#) and the following points were discussed:

- Using 2010 as a baseline for the statistics, the Force Control Room (FCR) had seen a 38% increase in calls in 2015. It was suggested that this was primarily due to Kent Police's increased accessibility and increased public confidence.
- Fewer calls take place between 0000-0800hrs than any other time of day. The majority of calls are received within office hours (9am-5pm).
- Cuts to front line call-handlers have not been made.
- There was a technical fault in the reporting system which has caused discrepancies in the data between November 2015 and June 2016.
- Callers are seeing a reduction in wait time, which on average is now less than three minutes.
- The call duration has increased since 2010, which is the result of operators providing an improved service. In particular, the recent implementation of the THRIVE model (Threat, Harm, Risk, Investigation, Vulnerability & Engagement) whilst having a positive impact on service provision, has increased the length of calls.
- It was confirmed that 999 calls always take precedence over 101 calls and that a 999 call will always be answered.
- The FCR has a high turnover rate; 44% of staff leave within their first year. It can take up to 12 months for a member of staff to become fully competent in the role. The Chief Constable stressed the importance of making staff members feel valued in the organisation.
- The satisfaction rate for calls to the FCR is 91.3%, with operator service at 89.5%.
- Out of all the complaints received by Kent Police in May, June and July 2016, only 0.00015% regarded the length of time an individual waited for their 101 call to be answered.
- The interactive voice response has been effective in reducing demand on the front line service.
- The website will be useful in signposting members of the public to other services that may be able to assist them.
- There will be a web chat feature on the website in the future, allowing staff members to respond to multiple conversations at once.
- There are a number of repeat callers with mental health problems. In May 2016, there were 33 callers who made 511 calls. Many of these calls were directed to the Mind counsellor who is currently based within the FCR.
- The funding for the Mind counsellor ceases at the end of September 2016. The Force is currently preparing a business case to extend the funding for a further year for the Commissioner's consideration.

## 5. Tackling Rural Crime

The Chief Constable provided a summary of the supporting paper, [Tackling Rural Crime](#).

The following points were raised and discussed:

- Kent Police have a dedicated Rural Task Force of 18 officers to ensure rural areas receive a good policing service.
- Kent Police in collaboration with the Crime Rural Advisory Group (CRAG) have developed the Country Eye app to allow users to record and share information. This app, supported by work with the local communities and volunteers, has improved the service for those in rural areas.
- The Commissioner asked whether the new 'phablets' would enable officers to stay in communities without having to return to police stations to complete paperwork. The Chief Constable said that the 'phablets' will be issued to all frontline officers/staff by the end of November 2016. He also said that they will assist in keeping officers on the street, but unfortunately will not replace those officers the Force has lost due to cuts in funding.
- The Commissioner queried response times in rural areas. The Chief Constable stressed the importance of officers arriving safely in order to provide a good service, and that the setting of a target could lead to accidents and/or fatalities. He stated that officers usually arrive within 20 minutes and this is acceptable.
- The Commissioner asked how Kent Police engages with parish councils and local residents. The Chief Constable explained that the Force produces the Rural Matters magazine, and there is considerable engagement via the local Community Safety Units and Community Policing Teams.

## 6. Emerging Risks & Cross Border Crime

The Chief Constable provided a summary of the supporting paper, [Emerging Risks & Cross Border Crime](#).

The following points were raised and discussed:

- Child Sexual Exploitation (CSE) is a priority for Kent Police. There is a multi-agency team dedicated to CSE. The team is working together closely to ensure victims of CSE are safeguarded and produces monthly missing reports.
- Multiagency boards take place in collaboration with Kent Police and KCC to help deliver the best quality of service.
- The Serious Crime Directorate (SCD) provides a great service in relation to cross boarder criminality. They work with the Metropolitan Intelligence Bureau (MIB) along with the National Crime Agency (NCA), as well as having an officer embedded within the UK Border Agency (UKBA).
- Kent Police recognise that in other countries, corruption within the police maybe a reality. Therefore, those involved in modern slavery may not appreciate or trust the police when they try to help them.
- The Commissioner stated that at a recent community visit, he discovered there was a public perception that gangs do not exist in Kent.
- Kent Police work closely with the Metropolitan Police to tackle gang criminality within the county.
- Kent Police Serious Crime Directorate (SCD) are working with agencies such as the UKBA and French authorities to effectively police criminals entering and exiting the UK through Kent's ports.

## 7. Financial Monitoring

The Deputy Chief Constable provided a summary of the supporting paper, [Financial Monitoring & Savings Update](#).

The following points were raised and discussed:

- Due to resourcing demands, Kent Police will be retaining PCSOs and bringing the strength up to 300 officers and have launched a recruitment drive to fill 46 vacant posts.
- The capital budget for 2016/17 was endorsed at the Police and Crime Panel in early 2016.
- The revenue budget is currently being forecast and will include any underspend carried forward from 2015/16.
- Following the EU Referendum in June 2016, there is some uncertainty about the possible impact on public finances, including the police budget.
- Kent Police delivered £5.6m in savings against the £8.7m required to balance the 2016/17 revenue budget. This puts the Force in an advantageous position for subsequent year's saving plans.

## 8. HMIC & Other Inspection Report(s) and Performance Update

The Deputy Chief Constable provided a summary of the supporting paper, [HMIC & Other Inspection Report\(s\) since last meeting and Performance Update](#).

The following points were raised and discussed:

- A copy of the [Quality Performance Framework](#) had been circulated with the paper.
- The Deputy Chief Constable chairs the Force Performance Committee which addresses HMIC reports and recommendations.
- Kent Police has developed a good relationship with HMIC and is currently awaiting their latest inspection report.
- The number of burglaries in Kent has reduced significantly.
- The Force is currently undertaking work to review the process for managing outstanding offenders.
- The Commissioner stated that he was pleased with Kent Police's performance and determination to put the victim first, do the right thing and constantly improve.
- The Commissioner said that when he has visited police stations, he has taken the opportunity to ask front counter staff what is reported to them most often and frequently the answer has been domestic abuse. The Deputy Chief Constable confirmed that tackling domestic abuse is a priority for Kent Police.
- The Force is monitoring the charge rate for domestic abuse offenders and has recently provided guidance to all officers/staff on relevant policies. The Force is looking to provide the best service to the victim, removing the offender from the situation to reduce the risks and safeguard the victim.
- The Commissioner said that body worn video is a very useful tool, particularly in relation to domestic abuse incidents where the victim may be too traumatised or scared to pursue the matter.
- The Commissioner asked if the Force had seen an increase in domestic abuse against men or other groups (e.g. Lesbian, Gay, Transgender communities). The Deputy Chief Constable said that there had been an increase, and all victims receive the appropriate support and safeguarding interventions.

## 9. Update on Significant Operational Matters

The Chief Constable provided the following updates:

- In relation to the violent protest in Dover at the beginning of the year, 74 individuals had now been arrested and 57 charged. To date, offenders had received a total of 20 years imprisonment.
- Following a spike in sexual offences and robberies in the Medway and Whitstable areas during 2015, Kent Police identified an offender using Tesco's vouchers that were found out of place near the scene. 90 victims were subsequently identified and following a 5 week trial, the offender was convicted of 47 offences, receiving life imprisonment.
- In relation to the investigation into General Election expenses in South Thanet, the Chief Constable said that it is on-going matter which is led by the Serious Crime Directorate. It will be concluded in due course, but as an operational matter, he could give no further update.
- Following Brexit, hate crime had increased by around 5%, but it should be noted that they are relatively small numbers.

The Commissioner thanked the Chief Constable and the Deputy Chief Constable for the papers and for presenting them. He also thanked Carol Norfolk for her presentation.