

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

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

Wednesday 20<sup>th</sup> March 2019

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**1. Strategic Overview.**

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

The Police and Crime Plan set by the PCC in consultation with the Chief Constable is called "*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 2017 and 2021, and the overall strategic direction for policing and community safety in the county.

The plan has six key priorities:

- Put victims first
- Fight crime and anti-social behaviour
- Tackle abuse, exploitation and violence
- Combatting organised crime and gangs
- Provide visible neighbourhood policing and effective roads policing
- Deliver an efficient 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 12<sup>th</sup> December 2018.

**3. Putting Victims First.**

The force is dedicated to ensuring that victims and witness 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 Local Operational Activity.** Officers and staff working across the county understand and support the PCC and Chief Constable's priority to put the victim first and consistently demonstrate this in the work they carry out, examples of this are included herewith.

Local Policing Team (LPT) Officers from Medway were involved in an incident where a male was threatening to hang himself from a window using a rope and jumper. The male jumped from the window hanging himself. One of the officers supported the male on his shoulders whilst colleagues were able to enter the barricaded address, locate the window and cut the male down. The male was swiftly detained under the Mental Health Act to ensure the correct support was provided to him. SECAMB were at the scene on standby and tended to his immediate medical needs. It is clear the rapid actions of the officers saved this male's life and ensured he received the support he clearly required.

LPT officers spotted a known car thief driving whilst he was disqualified. He was a previous divisional target responsible for numerous vehicle crime offences. He was also wanted for a number of breaches of bail and theft from motor vehicle offences. Officers attempted to stop the

vehicle but the driver made off. A short pursuit ensued before officers brought the pursuit to a safe conclusion. The driver attempted to run away but was detained and arrested for a number of offences. He was charged, pleaded guilty and was sentenced to prison.

Folkestone have had some positive results dealing with unlawful traveller incursions in the area. A recent enforcement of Section 61 Criminal Justice and Public Order Act saw the arrest and charge of two individuals for handling stolen goods and criminal damage to the value of several thousand pounds. In January officers recovered several stolen caravans and trailers and commenced a campaign through the media encouraging trailer owners to keep them securely locked.

**3.2 Victim Satisfaction.** Victims of domestic abuse and hate crime continue to be surveyed for their opinion on the service they have received from their initial contact from the police through to the end of the investigation. We are always keen to ensure that all our victims continue to receive a first class service and these surveys are managed sensitively.

Surveys to the end of the rolling year December 2018 show that victims of hate crime were satisfied with the overall service they received in 76.3% of cases, which is a 1.9 percentage increase on the previous quarter. In general, victims were happy with cases where words of advice was the outcome, they were pleased with the quick responses from officers, they felt their cases were taken seriously and comments were made to the high standards of officer professionalism. In order to maintain strategic oversight and scrutiny of hate crime, it is a standard agenda item on the monthly Force Performance Committee and the quarterly Diversity and Inclusion Board, both of which are chaired by the Deputy Chief Constable and attended by Chief Officers.

The contextual data from the hate crime surveys are fed back monthly to senior leaders and their staff, including Community Liaison Officers to ensure any learning is captured which assists to continually improve our service delivery. The Force holds hate crime forums where information from the surveys is discussed and reviewed which assists in ensuring that the best possible service is provided to victims. These meetings are supported by our partner agencies and by members of the Independent Police Advisory Group.

Surveys to the end of December 2018 show that victims of domestic abuse were satisfied with the overall service they received in 90% of cases, which is a 5% increase on the previous quarter. Many respondents stated that the operator remained on the line as long as possible in order to provide advice, support and reassurance. Others praised the officers for their kindness and professional understanding.

Recent surveys also show that victims of rape were satisfied with the overall service they received in 90% of cases, which is a 5% increase on the previous quarter. Particular care is taken to ensure these surveys are conducted with extreme sensitivity to understand the service provided to victims. Initial comments show that victims were well looked after, were cared for and were believed, which left them reassured. The Force has recently introduced a number of new Sexual Officers Liaison Officers who have responsibility to liaise with victims to improve and enhance the service that is provided to them.

**3.3 Victim Code of Practice.** This sets out the services that must be provided to victims of crime and this is monitored closely within the Force to ensure the best possible service is provided. Daily reports are produced and sent to Inspectors to ensure victim code compliance and cases are highlighted where contact and updates need to be provided. Agreement is reached with the victim at the 'needs assessment' stage of an investigation, which sets out the expectations of all parties including contact type, scope and frequency. This is recorded within the investigation report and compliance is monitored by supervisors via the new police IT system, Athena, as workflow tasks are sent and received (and escalated) if timescales are not met. In December 2018, 376 of 446 cases met obligations set by the Victim Code which is 84% compliant. Better quality guidance with regards to investigations and casefile quality is in

progress which will include increased satisfaction surveys and a clear focus on providing a first class service to victims.

**3.4 Assaults on Emergency Workers.** There were 1,211 assaults on police officers, PCSOs and Specials recorded for the rolling year ending January 2019, the majority, 997, were assaults without injury. Assaults on police without injury increased by 78 offences (8.5%) compared to the year ending January 2018 (from 919 to 997). Comparative data for assaults with injury is not available as the offence did not come into effect until April 2017.

The Chief Constable is briefed weekly on officer assaults and provides an impact statement for the case file before it is sent to the CPS.

There were:

- 750 charges for assault on police for the year ending January 2019 with a charge rate of 61.9%.
- The charge rate was slightly higher for assaults with injury at 63.1% than for assaults without injury at 61.7%.
- The number of charges for assaults without injury remained fairly stable compared to the year ending January 2018 (608 for the year ending January 2018 compared to 615 for the year ending January 2019).
- The charge rate for assaults without injury, therefore, fell slightly from 66.2% to 61.7%.

The Assaults on Emergency Workers Offences Act 2018 came into effect on 13<sup>th</sup> November 2018. So far:

- 79 offences of assault on police were recorded under this legislation between 13<sup>th</sup> November 2018 and 31<sup>st</sup> January 2019.
- As at 7<sup>th</sup> February 2019, 33 of these offences had resulted in a charge and 26 remained under investigation.
- There were 35 offences of assault on other emergency workers (non-police) recorded with 5 offences charged and 13 offences remain under investigation.

The proportion of charges is lower for non-police emergency workers due to the victim declining to support further action, further action being taken by another agency (for example, prison establishments impose adjudications for assaults on prison staff) or the named suspect being too ill for further action to be taken.

**3.5 Sexual Offences Liaison Officer.** As highlighted in the last PCC Performance and Delivery Board, the Force has invested in Sexual Offences Liaison Officers (SOLO) working with the Vulnerability Investigation Teams (VIT). All 40 SOLOs are now in post with 7 Detective Sergeants, 31 SOLO PCs and 2 PSEs.

The role of the SOLO improves victim service and ensures victims of serious sexual violence receive the highest standards of care and support throughout the investigation. This helps to ensure the best possible evidence is obtained towards aiding the investigation in support of any subsequent prosecution. SOLOs provide direct one to one support to the victims of rape and other serious sexual offences from the point of initial report until the conclusion of the court case. The officers work in collaboration with relevant support organisations in order to enhance the victim's level of engagement, improve the continuity of evidence and provide the best level of victim care possible. This underpins the Mission, Vision, Values and Priorities of the Force by putting victims first and providing a first class service.

#### **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 Anti-Social Behaviour (ASB)** has experienced a decrease in the last twelve months up to the end of January 2019.

- 20.7% decrease from 39,355 reports in the rolling year 2017/18 to 31,204 reports for this rolling year period (February 18 to January 2019) equating to a total of 8,151 fewer ASB reports. These decreases have been seen across all thirteen policing districts.
- 10 of the 12 ASB categories have seen reductions over this time period with the exception of one offence - 'Rubbish / discarded drugs paraphernalia etc' which has seen a notable increase of 336 more records, increasing from 1,740 to 2,076 incidents.
- The districts seeing the greatest increases in this ASB category were Gravesham (+83), Swale (+62) and Canterbury (+52).
- ASB categories seeing the greatest reductions are:
  - Drunken or rowdy behaviour with 3,330 fewer incidents
  - Rowdy or nuisance gathering in public / impeding public access with 2,741 fewer incidents.
  - Neighbour - disputes/nuisance including noise with 1,180 fewer incidents.

**4.2 Crime Performance Data – January 2019.** All crime types have experienced an increase in the last twelve months up to the end of January 2019, compared to the previous 12 month period.

A large proportion of the increase is due to the recording of multiple crimes linked to a single incident and is a better reflection of the extent of offences committed against a victim to enable the appropriate assessment of any safeguarding requirements for victims and witnesses as well as providing investigative opportunities. This is in line with the better recording processes identified from the HMICFRS Crime Data Integrity findings. Following re-inspection by HMICFRS, Kent has an accuracy rate of 96.6% which is currently the highest nationally and as such, any increases are a reflection of this.

In April 2019, the Force will have 24 months of consistent outstanding crime reporting, therefore this will enable the Force to compare year on year in relation to crime performance. From 1<sup>st</sup> April 2019, pending any Home Office counting rule changes, the Force will be in a position to identify any increase in crime which are not crime data integrity related.

- There has been a 17.1% overall increase in crime which equates to approximately 29,120 more crimes recorded. This is predominately driven by a 25% increase in violent crime.
- Victim based crime - 12.8% increase with the Force recording a total of 168,277 victim based crimes which has increased from 149,172 offences in January 2018. This is reflected nationally with 36 forces all experiencing increases in victim based crime.

Each of the three categories within violent crime has experienced increases as below:-

- Violence against the person at 25.9% increase with the Force recording 79,315 offences in the rolling year which has increased from 62,978 in January 2018. Nationally all 43 forces have also experienced increases in Violence against the Person.
- Sexual offences at 15.9% increase.
- Robbery at 21.0% increase.

### Item 3

Other crime types have experienced increase but to a lesser extent such as vehicle offences and vehicle interference which has seen an increase of 5.8% (+597 offences).

**4.3 Residential Burglary.** In April 2017, the definition of 'residential burglary' changed under the Home Office Counting Rules. All forces in the country now record 'residential burglary' in a different way, as sheds and garages were included in the definition for the first time, (previously a house burglary was referred to as 'burglary dwelling'). The change in definition has led to an increase in recorded offences for 'residential burglary' for every force in the country. Increases range from 142% to 255%, the average for England and Wales is 207%, whilst Kent's increase is 195%, which is one of the lowest increases of the 43 forces.

For rolling year to January 2019 overall burglary has increased slightly by 0.3%, 35 additional offences compared to the previous rolling year period. It is not possible to compare the individual categories for burglary due to the significant changes introduced by the Home Office Counting Rules in April 2017 and as such whilst the volumes can be reported, no comparative data is available.

- Burglary residential recorded 8,683 offences.
- Burglary Business and Community recorded 3,344 offences.

Burglary is considered a high harm impact crime which is discussed daily on each Division and there is particular grip and focus on this particular crime type. Burglary is one of a number of crimes which are referred to as Control Strategy Offences, where they receive a priority policing response from the Force. The Community Safety Units also ensure that a PCSO is deployed to every victim of residential burglary. They provide reassurance to the victim and also crime prevention and merchandise advice (eg UV pens, timer switches, alarms etc).

The Kent Police attendance criteria for all burglary offences where the offender is still at the crime scene, is an immediate police response from uniformed officers. If the offender is no longer at the scene, an experienced Detective Sergeant will review the circumstances and deploy an investigative officer if necessary. Each dwelling burglary is attended by a Scene of Crime Officer who will establish and retrieve any forensic evidence left by a suspect.

Every Community Safety Unit on each of the thirteen policing districts reviews each burglary report in order to establish if the victim is either vulnerable or a repeat victim and if they are a Police Community Support Officer will attend to offer advice, support and reassurance to the victim. Each dwelling burglary with any lines of enquiry are investigated and none of these offences are investigated over the telephone.

From November 2018 to January 2019, 87% of residential burglaries had an officer attend and visit the scene and in the same time period 64% of these offences had a scene of crime officer attend who conducted a forensic examination.

There have been significant arrests for burglary across Kent recently and one example involved a 91 year old female victim who lived alone and was repeatedly targeted by two males who assaulted her in her own home before stealing her bank cards. The men responsible were identified after enquires revealed that they had used her cards and one of the men was arrested, charged and remanded in custody. Enquiries to locate the second male are continuing. Kent Police is committed to ensuring that our most vulnerable members of the community, especially the elderly, receive a first class service.

A burglary dwelling took place in Gravesend where the offenders gained entry by forcing the rear patio doors and stole a variety of property from inside. During an examination the attending Crime Scene Investigator located an earpiece from a set of headphones that did not belong to the occupants. This was submitted for analysis and the resulting DNA profile led to the identification and subsequent charge of the offender.

### Item 3

A lone elderly female from Maidstone was broken into overnight and was locked out of her own front room whilst the offenders ate food at the scene and stole money from an envelope. A suspect was identified by DNA from his torch left at the scene. His involvement was subsequently further evidenced when his fingerprints were found to match those left on the victims envelope. This suspect is due to be produced from prison in relation to this offence, as they are currently on remand for a Theft from a Motor Vehicle.

From the residential crimes reported, a total of 182 fingerprints were taken with 54 leading to identification, and 260 DNA samples were taken with 59 being identified.

There have also been some excellent examples of innovative police work relating to the prevention of burglary. Officers in the east of the county are piloting a new project where the details of stolen property are circulated to second hand shops in order to reduce the available market for stolen property. As part of this operation, a notification tool has been created, which enables officers to quickly and simply email relevant second hand outlets a list of stolen property as part of the investigation.

Gravesend Community Policing utilise Facebook in order to highlight the offences within the area, providing crime prevention and safety advice via social media outlets. Many of these pages also post suspicious activity within their areas and this has led to vital CCTV images of suspects being identified.

West Division have excellent links with their colleagues in the Metropolitan Police and Surrey Police where they share information on travelling criminals whose vehicle details are notified to Kent officers from the Tactical Operations Department, who utilise the Proactive Targeting Team and the Roads Policing Unit to stop these vehicles.

#### Chief Constable's Crime Squad

With the support of the Police & Crime Commissioner the Force have been able to recruit additional officers to create and implement a Chief Constable Crime Squad, which is a dedicated team of experienced investigators who will be investigating linked offences of burglary. This team consists of 32 officers and is divided into three investigative teams, located on each of the three Divisions. The team are directed by and report to the Deputy Chief Constable and have the flexibility to respond to increased crime trends, such as burglary and other similar crime types. The recruitment process took place in January with 29 officers being recruited and a successful early launch date of 25<sup>th</sup> February 2019. 1 more officer on each division will be recruited and join the team in the next 3 months uplifting the team to full establishment.

**4.4 Rural Activity.** Kent Police now has the largest dedicated number of specialist police officers nationally in the Rural Liaison Team (RLT), who work in our rural communities and deal with rural, wildlife, environmental and heritage crime. Together with the Gypsy Liaison Team (GLT) they form the Rural Task Force (RTF) tackling serious and organised crime.

Through the increase in precept, further funding was made available by the PCC which has resulted in a larger RLT which has bolstered daily rural police capability all year round, providing communities with improved continuity and accessibility to specialist rural officers.

This increase in resources provides vulnerable rural communities access to a more visible specialist service on a daily basis. The increased police activity is reaping rewards in every area of Kent's Rural Policing Strategy, with the Crime Rural Advisory Group (CRAG) complementing the current focus and commitment which further gains trust and confidence in rural policing.

Between November 2018 and February 2019 rural officers have continued to work with local Community Policing Teams (CPTs) and Councils in Maidstone, Medway, Dover and Swale to tackle the anti-social issues of organised fly-tipping. This activity has resulted in 8 vehicle seizures and fines totalling over £2200 with 2 arrests.

## Item 3

The RLT policed the Boxing Day Hunts at Tenterden and Elham, in addition to the New Year's Eve hunt held at Tonge in Sittingbourne. Interventions were required at all 3 hunts with reports of assaults and damage received. One arrest was made in Elham at the time with all other suspects' identities known.

In January 2019 rural officers joined local officers to execute search warrants against organised rural criminals, leading to the seizure of two illegally held, loaded shot guns, hidden at an address in Canterbury.

Six stolen vehicles, including 3 Land Rovers have been recovered in the west of the county, whilst other stolen property returned to owners include a JCB Teleporter, 2 horse boxes, 2 trailers, a caravan and numerous items of plant totalling over £10,000.

Reports of dog attacks on livestock (sheep) are still being received in North Kent, Swale and Ashford. Investigations are ongoing with suspects identified in many of these cases. A response plan has been formulated with DNA now being captured as standard.

The GLT have continued supporting proactive enforcement operations by arresting suspects and seizing drugs whilst tackling, county lines drugs supply, human-trafficking, burglary and ATM thefts. In December 2018 the GLT travelled to Derbyshire and arrested a suspect for attempted murder and another suspect for assisting an offender. They also re-arrested a suspect on suspicion of a murder in New Ash Green.

**4.5 Local Policing.** Across Divisions, Local Policing Teams (LP), Community Safety Units (CSU) and Community Policing Teams (CPT) are working hard to fight crime and ASB in their respective areas, on a daily basis. 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, working with other teams across the force and partner agencies on a regular basis. Examples of the work being undertaken are detailed below.

Community Policing Teams have been working with the Maidstone Crime Reduction Partnership and Maidstone Borough Council to reduce the levels of street drinking, drug taking, homelessness, begging and the associated anti-social behaviour and criminality in Maidstone town centre. Through effective partnership working with the Council Community Protection team training has been provided in relation to the enforcement of local Public Spaces Protection Orders (PSPO) with conditions to prevent street drinking and begging in the town centre. Local town centre teams have handed out numerous warnings and tickets and the local council have prosecuted a number of people as a result. This has led to a significant reduction in street drinking and associated anti-social behaviour in the town, making the people of Kent feel safer.

Recognising the vulnerabilities of some people who are homeless and / or begging local policing have also worked with Maidstone Borough Council to assist them in implementing the 'Housing First' project. This local project is designed to provide a half-way house for homeless people providing the support they require to deal with their alcohol and / or drug addiction. Once the support is in place further long term accommodation is provided. This has had a significant impact on the levels of anti-social behaviour and criminality in the town centre whilst ensuring vulnerable people are provided the support they need. The local council, the Maidstone Crime Reduction Partnership and the town centre officers have all received compliments around the work being completed and the positive impact it has seen to levels of crime and anti-social behaviour.

Maidstone Community Safety Unit (CSU) has engaged with partners from the local Business Crime Reduction Partnership (BCRP) and members of the local Night Time Economy Forum (NTE), to deliver training to recognise vulnerability. Training has been delivered to all local door staff, street ambassadors, street pastors and hotel staff to increase their awareness of vulnerability. In particular, officers have provided advice and guidance to ensure people who are vulnerable due

to having consumed drink or drugs are identified and the appropriate interventions are made to ensure they are safe, with persons known to them and that they are safeguarded. This training has led to an increase in referrals by door staff to the Urban Blue Bus (First aid and safeguarding triage) for support and guidance. In addition, there has been an increased confidence in local hotels reporting concerns regarding vulnerable intoxicated females being brought to their venues. This has enabled appropriate interventions to be made, keeping vulnerable people safe from harm.

Local officers have also been attending Medway secondary schools to give talks addressing the issues of banter versus bullying, highlighting the impact constant banter can have on an individual and when this might cross over to the realm of bullying. Impacts of this were discussed such as the effect on pupils' mental health, their school work or home life and how a young person can become isolated and vulnerable to other risks such as radicalisation and involvement in crime or drugs. Officers emphasised the increase in teenage suicide rate and how suicide to a vulnerable young person can be seen as the only escape from constant banter which has escalated to bullying. Officers also stressed the impact on a young person's life should they gain a criminal record, in an effort to get them to consider the potential consequences of their actions.

**4.6 Investigation Management Unit (IMU).** The IMU Hub carry out an extensive array of enquiries to add tangible value to many volume crime investigations, which subsequently are further investigated by officers once a suspect is identified. The team undertake a high-level of additional research, identifying CCTV and forensic opportunities and drawing together supplementary information, such as MOs, locations, vehicle and suspect descriptions, ANPR and open source research, which together starts to build a picture of the offending behaviour and give the best opportunity to identify suspect(s). The team are sharply focussed on tackling crime and providing a first class service to victims and witnesses and the below highlights some of the positive results achieved.

Within the Investigation Management Unit there have been a number of successful outcomes which display the value of desktop investigative techniques where appropriate. One operation related to a number of "smash and grab" style shopliftings at mobile phone shops in West Kent. Enquiries by an IMU investigator identified a much wider crime series covering the Midlands and Southern England. They established that some stores had a policy not to call the police at the time therefore losing evidence and reducing the suspect's risk of arrest. Following investigator advice, the stores changed this policy. A few days later a similar offence was committed at a phone shop in Bexleyheath which resulted in the arrest and bail of two men. The arresting officer sent images and details of the suspects to Kent. Two days later, there were two more similar offences in Kent. The investigator reviewed the reports and linked the suspect. The suspect had given a false name, but his real identity was discovered through a specific tattoo. He was a suspect for a similar crime series across the Midlands and, when arrested again a short while later, was charged with numerous offences.

The IMU also investigated a crime series involving the theft of power tools from vehicles across North and West Kent. Having identified a suspect vehicle which may have been involved, the investigator trawled CCTV and witness evidence. They also ensured that suitable crime prevention advice was cascaded. When the investigator was alerted to a vehicle interference in a hotel carpark, they called the witness and identified a further suspect vehicle. This vehicle was stopped by Police two days later, resulting in the arrest of two suspects who are on bail for 40 similar offences across Kent.

## **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 Modern Slavery and Human Trafficking (MSHT).** As part of the Serious Crime Directorate (SCD) review, the force will be creating a dedicated Modern Slavery and Human Trafficking Team. The team will investigate the more complex slavery and trafficking offences and be the force lead in this area, providing advice and support to other investigators. The team, will work closely with the Prevent Protect Officers for Modern Slavery and the Victim Navigator who will be supporting victims. It will be based at North Kent and comprise 1 x DS, 4 X DC and 4 x Police staff and is expected to go live on 21<sup>st</sup> March 2019.

Officers have been working to identify a previously unreported brothel in Gillingham. They attended the address and arrested a Chinese male on suspicion of controlling prostitution. A Taiwanese female sex worker was also present at the address and was receptive to Police assistance and entry into the National Referral Mechanism (NRM). The female had only been in the UK for around 2 weeks and stated that she had come from Taiwan to Gatwick, went to a hotel and was then brought by bus to the address by an unknown male. She was told she would get work but there was no suggestion of sex work which she did not want to do. A second Chinese male was also arrested on suspicion of controlling prostitution.

In February a female victim approached staff in a supermarket who contacted the police. She reported that she had been kept at an address in Canterbury and was being taken to work each day to hand out leaflets. Her wages were being taken by the male in control of her who also held her ID documentation. A Romanian male was identified and was arrested for Human Trafficking.

Some great work has taken place on West Division with some excellent results on all strands of Modern Slavery and Human Trafficking as well as disruption at suspected brothels and the ability to put in place some subsequent safeguarding measures. Collectively there have been over 15 key locations visited including suspected brothels, car washes, traveller sites and nail bars, many of which were visited in conjunction with partner agencies. From these visits significant amounts of intelligence has been gathered and is being investigated with a National Referral Model (NRM) referral. Three individuals have also been arrested for immigration offences but only after thorough victim engagement had taken place.

For the period 01/01/2019 to 07/02/2019 there have been 2 MSHT Arrests, 38 MSHT Offences and 29 NRM referrals and a further 9 in the process.

Of the MSHT offences, these can be broken down into the following for each area:

North – 13, West – 8, East – 17

**5.2 Missing and Child Exploitation Team (MCET).** Protecting vulnerable children runs as a key theme through the force control strategy and is a key component of the new horizon policing model.

The Multi Agency Sexual Exploitation Group (MASE) chaired by the Kent Police strategic lead for child sexual exploitation (CSE) meets quarterly and compares activity against the CSE action plan. The same DCI chairs monthly meetings with the MCET Detective Inspectors to ensure best practice and compliance with the CSE action plan.

During the 3 month period November 2018 to January 2019 the following has been reported:

- 24.8% reduction in missing children reports (1033 to 776) in the East Division
- 19% reduction in missing children reports in the West Division
- 12% reduction in missing children reports (699 to 617) in the North Division
- 76% reduction in the time a child is missing (from 202 hours to 47 hours) in the East Division with the North Division also experiencing a decrease in the average time missing.

There has been some excellent work undertaken by all MCET teams recently with some examples of their work highlighted below. During an investigation on the East Division police identified 5 children that are suspected of being exploited for county line activity. These children were referred

into the National Referral Model (NRM) process, safeguarding procedures have been put in place for them and an active investigation is underway with two suspects being arrested so far.

West Division MCET continue to create Intervention Plans for their most vulnerable children within the division. MCET allocate an officer as a specified point of contact for the child and their family. The team work with other agencies such as social services and schools to ensure the force are part of the decision making process for the short and long term safeguarding of each child. An example of this is success with West Division's current most frequent missing child. Through rapport being built with the family and child, over the course of several months, professional meetings took place which assisted the introduction of a Child and Adolescent Mental Health Services (CAMHS) liaison officer, a potential change of school and the arrangement of respite care for all parties involved. This has had a positive impact on the child decreasing the child's missing episodes.

A 16 year old female was identified by officers as very vulnerable due to recent disclosures of systematic sexual exploitation for the past three years. She went missing and took refuge at a male friend's house where she was raped by an 18 year old male who was frequenting the property. The male placed a pillow over her face and raped her in a violent attack. The suspect was arrested in Croydon for 2 rape offences, possession with intent to supply, affray and the possession of a machete. MCET secured a charge from CPS for rape and successfully had the suspect remanded. A dedicated MCET officer continues to support the victim.

**5.3 Safeguarding Children.** Kent police is working closely with partners in both Kent and Medway to agree and publish their new Safeguarding arrangements under the Children's and Social Work Act 2017, which sees the recommendations from the Wood Report (2016) move towards local empowerment under three pillars to redefine the Children's Safeguarding arrangements. This will include the formal closure of Local Safeguarding Children's Boards, which are perceived to have become unwieldy and less focussed on outcomes.

Police, Health and Local Authorities are equitable partners in these arrangements. Kent Police and Health as agencies that span the whole of Kent and Medway have sought to develop as much Collaboration as possible across the whole county, whilst accepting that local authorities are not willing at this time to amalgamate safeguarding arrangements under one county umbrella.

Police have negotiated collaborative arrangements for Child Death overview, policies and procedure, risks threats and vulnerabilities, and child exploitation governance, whilst each authority area will retain a streamlined leadership group and keep local accountability around Quality Assurance / Audit and case review/ learning. The role of independent scrutiny is yet to be agreed and as to what form this may take. Kent Police have attended National events hosted by NPCC and the Department for Education, to consider early adopting authority areas and emerging published arrangements. It is expected that publication of these arrangements will be by April 2019 and in common with many other Authorities and Force areas these are likely to look more efficient streamlined versions of the LSCBs, as Kent and Medway's partnerships remain largely effective.

The Multi Agency Safeguarding Hub (MASH) was implemented by Medway Children's Services in April 2018. Kent Police have a permanent member of staff (the Police MASH co-ordinator) who works directly with Social Care, Education and Health. This ensures timely information sharing so immediate action can take place. There is a four hour turnaround for high risk cases which has a 100% compliance rate. There is also a Detective Sergeant to participate in strategy discussions and from November, will support a police operation which connects the police with schools to secure better outcomes for children who are subject or witness police-attended DA incidents. Kent Police and Medway Children's Services are in the process of introducing a daily triage meeting for children involved in Domestic Abuse. This will ensure the correct agency is involved with the family and the contact is made in a timely manner.

**5.4 Protecting Vulnerable People.** The Force works in partnership with Early Help and Preventative services at KCC to understand the effectiveness of our approach towards young people who offend. As partner agencies this was identified as a priority to be completed, to inform the work of the County Youth Justice Board. With the management information team at KCC we have identified a cohort of young people who will be included within the analysis, (there are approximately 100 young people who turned 18 in the year after their Youth Justice order ended). We are aiming to know which of the cohort have offended, the number of offences and the seriousness of the offence(s), so that we can identify both the binary rate of offending as well as the frequency and severity. This will then inform us around services that need to be commissioned as well as a more joint approach across public protection, partnership and KCC to address violence and offending.

Officers have been attending suicide awareness and prevention workshops focussing on children and young people which have been taking place at locations across Kent in conjunction with Kent Safeguarding Children Board (KSCB) and Kent County Council. The Force also held a Child Centred Policing Event 'Voice of the Child Awareness Day for Leaders' on 5<sup>th</sup> March which was an all day one-off event with inspirational external speakers including Dr Zoe Lodrick MSc BA Hons, a registered psychotherapist who specialises in trauma and recovery from child sexual abuse and exploitation.

An investigation commenced after a 12 year old female reported an attempted accosting. The investigating officer secured sufficient evidence to identify the suspect and the vehicle he was using which led to his arrest and the safeguarding of other potential victims from harm. It was established that the suspect was a Registered Sex Offender who had recently been released from prison having served 9 years of a 10 year sentence for similar offences against adult females. The investigating officer secured charges for the accosting offence, disproving the account the suspect provided and he was remanded in Police Custody. Following charge, the suspect's media devices provided further evidence of similar offending which has secured further sexual offence charges at court. This was a seemingly 'simple' report of an accosting but through the tenacious investigation and professionalism of the investigating officer, further sexual offences against vulnerable young females have undoubtedly been prevented, and a dangerous and predatory male has rightly been returned to prison.

Richard RILEY was recently sentenced to nine and a half years imprisonment after pleading guilty to multiple counts of the rape of his daughter committed in the 1980s. An officer from the VIT was allocated the case and through hard work and determination was able to establish both trust and confidence with the victim without which it is doubtful that the victim would have felt able to proceed. This was an incredibly difficult case to investigate trying to establish evidential facts from over 30 years ago however the detective was able to identify additional lines of enquiry which provided crucial corroborative evidence. So compelling and competent was the investigation the defendant pleaded guilty at the first opportunity negating the need to put the victim through the ordeal of a trial. The prosecution of the offender and the diligence of the detective from the VIT secured a positive outcome for the victim.

Nathan Gifford was recently found guilty at Maidstone Crown Court for Rape and was sentenced to fifteen years imprisonment. The judge commented that Gifford posed a significant risk to women and that he showed no remorse. This was a case of pure sexual predatory behaviour where the victim was approached by Gifford in the street after she had lost her keys and could not get into her property. Gifford offered to assist her and broke into her property and let her in, whilst in the property Gifford took full advantage of this vulnerable female he had never met and raped her. A thorough investigation led to the conviction of this dangerous criminal and no doubt safeguarded many other women in the process.

In November 2018 a 16 year old female reported a sexual assault at a night club in Canterbury. Initially minimal disclosure was provided by the victim but as a result of the rapport the investigating officer built with the victim she went on to disclose rape. Determined investigative

work including the officer's pursuit of a known witness and CCTV enquiries revealed the suspect's identity which resulted in his arrest and the subsequent safeguarding of the victim and the wider public whilst the case awaits trial.

**5.5 Domestic Abuse.** Some great work has taken place across the county by the Vulnerability Investigation Teams (VIT) from the 3 divisions. VITs provide a specialist investigative response to Domestic Abuse (DA) and vulnerable people. They assess and prioritise case investigation based on potential for harm and provide a consistent, bespoke specialist service to safeguard and improve the safety of DA victims and their families. They also ensure that the right services are involved to reduce risk posed by those that target DA victims at the earliest opportunity.

Recently a victim of DA tried to end their relationship on a number of occasions throughout their time with their partner. Despite being assessed as High Risk the victim refused to engage with the police and regularly withheld details of what had occurred between the two parties. The suspect was arrested on multiple occasions during the investigation for offences including assault and criminal damage, harassment, assault, burglary and Actual Bodily Harm as well as witness intimidation. After multiple breaches of police bail he was charged and remanded in custody. Thanks to the good work of officers from the VIT the victim eventually gained in confidence and agreed to engage with police, providing a statement thus enabling the suspect to be charged. He pleaded guilty to 2 offences and was found guilty of a further 2 offences. Notably these include convictions for controlling and coercive behaviour and witness intimidation, which can be a challenging offence to prove. He was sentenced to a total of 3 years imprisonment.

Notably there has been a piece of good piece of work surrounding a DA matter whereby the VIT and LPT at Medway identified a high risk couple. Police were called to a 'concern for welfare' incident and quickly identified through checks that they were high risk for DA. LPT officers initially could not contact the victim but identifying the need to make contact and safeguard her they visited a number of known addresses speaking to identified associates. They found the female victim and ensuring she was safe and well, took a statement and obtained photos of injuries ensuring that all the evidence sufficient for a charge was obtained. The victim had sustained injuries, bruising and had been bitten on the nose. The male offender was quickly located, arrested, charged and remanded in custody, further safeguarding the victim. Multi-agency engagement continued with the female to ensure her long term welfare and safeguarding is in place.

There are 13 Multi-Agency Risk Assessment Conferences (MARAC) in operation in the county. In 2018 they heard 2393 cases, identifying 3541 children within households where high risk domestic abuse is taking place. This is a 2% increase in the number of cases heard in 2017. MARAC Steering Groups are being reintroduced across Kent and Medway where they are not already operating. They allow partner agencies to be decision makers regarding the running of the MARAC, whilst also ensuring consistency across the county, identifying and sharing best practise and highlighting themes and trends to be raised at the Domestic Abuse Tactical Group.

**5.6 Violence Data.** For offences with violence against the person, there were 79,315 offences recorded for the rolling year to the end of January 2019 which was a 25.9% increase with an increase of 16,337 offences recorded for this period compared with 62,978 offences for the same period the previous year.

In relation to victim based crime and violence against the person, the number of offences reported has stabilised each month, however nationally 36 police forces have experienced increases in victim based crime, while all 43 forces have seen increases in violence against the person.

In February Wesley Adyinka was murdered in Knightrider Street in Maidstone. A male from London has been charged with the murder and appeared before Medway Magistrates Court where he was remanded in custody. Four other persons were arrested and released on bail pending further enquiries.

## Item 3

Kent Police held a firearms amnesty. During this operation, a total of 106 firearms were surrendered. Of note, there were 2 Brocock Air Cartridge System (BACS) revolvers surrendered separately and an AK47. 35 of the weapons were air weapons and 32 were shotguns. 1498 rounds of ammunition were recovered, 841 of which were shotgun rounds.

### **6. Combatting Organised Crime and Gangs.**

The force understands the challenges in tackling organised crime and gangs 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 and gang related activity.

**6.1 Organised Crime Groups (OCG), County Lines and Gangs.** Within the Eastern Region, Kent Police have the second highest number of County Lines behind Essex, but only a small number of individuals linked to County Lines in comparison to other forces. Kent currently has 35 active OCG's.

Local gangs are mapped, scored on a harm matrix and allocated a local Lead Responsible Owner. Each has a Prevent, Protect, Prepare and Pursue plan. Significant disruption against these gangs mean that the county no longer has much of a problem from home grown gangs. This continues to be monitored to ensure any new threats are quickly identified.

A great example of this approach was the investigation into the murder of Edvardas BARSCEVICIUS in Margate where Aurimas VILIUS was sentenced to Life with a minimum of 19 years for Murder. In addition, Klaudijus KLIMANSKIS was sentenced to a total 7 years and 10 months for GBH with intent and ABH.

Locally CSU officers have been undertaking some proactive work on local OCGs, working closely with partners including the local borough council and City of London Police. They have disrupted the group through prosecuting them for vehicle and driving offences. Officers have also been working closely with the Immigration Enforcement Team who have been investigating sham marriages and other immigration-related crime. Warrants relating to both groups are planned imminently.

Following intelligence relating to another OCG a firearms warrant was executed at a location in Canterbury. Two loaded firearms were located secreted behind a wall panel in a workshop and the offender was subsequently arrested, safeguarding the public. 3 members of another OCG impacting on the West Division were sentenced for criminal activity relating to burglary and all received custodial sentences.

There are currently 243 mapped nominals attributable to 35 active county lines and 2 local gangs. 58 of these mapped nominals are currently in custody. 117 reside in Kent, of which 14 are or were known active gang members in London. The force area is affected by 22 London based gangs, although this is anticipated to be an underestimation due to the lowering age profile and minimal offending / intelligence histories of offenders.

Kent and Essex officers have been working together on an investigation which forms part of the National County Line Coordination Centre, whereby activity is focussed on collapsing drugs lines from source (London) as well as local dealers. During this operation, 7 county drugs lines were targeted. To date, 30 people have been arrested, Class A drugs and £4000 have been seized, a Range Rover worth approximately £10K has been recovered, 2 vulnerable people have been safeguarded and 9 addresses have been investigated.

In January a SCD investigation took place into county drugs lines which resulted in nine warrants being executed targeting 3 county lines, resulting in 12 arrests.

### Item 3

A commercial burglary offence was committed where high value prescription medication was stolen. Search warrants were executed in Kent and other force areas. Some evidence linked to stolen items was recovered, together with Class A drugs. A known suspect is sought for arrest.

**6.2 Proceeds of Crime Seizures.** The force continues to use the Proceeds of Crime Act 2002 (POCA) to seize and retain assets obtained from criminality.

POCA Confiscation (April 2018 – January 2019) - money found in possession of offenders on arrest:

	Kent	Serious Crime Directorate (including Essex)
Number of Orders	104	189
Value of Orders	£1,104,971.00	£18,790,434.00

POCA Forfeiture (April 2018 – 14 November 2018) – Court decision to retain the confiscated assets:

	Kent	Serious Crime Directorate
Number of Orders	51	79
Value of Orders	£183,148	£360,737

Cash Seizures (April 2018 – 14 November 2018)

	Kent	Serious Crime Directorate
Number of Orders	206	263
Value of Orders	£2,380,801.00 €178,365.00	£2,820,935.21 €223,165.00 \$4,500.00

## 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.** The 13 Community Safety Units (CSUs) are the bedrock of neighbourhood policing focusing on vulnerability and community based crime and ASB, driving forward solutions to local problems in partnership with statutory and voluntary agencies. CSUs provide the neighbourhood policing footprint for each district, providing a named Police Community Support Officer (PCSO) for all residents of Kent.

The Chief Constable places PCSOs at the heart of the local policing model and with the support of the PCC has protected PCSO numbers and functions in Kent where their value is recognised by the public and police officer colleagues alike. The force has over 300 PCSOs, 82 of whom sit in specialist roles covering youth engagement, vulnerable adults and DA.

Across all districts, PCSOs are generally geographically aligned to provide consistency for the wards they have responsibility for. PCSOs attend calls, take responsibility for problem solving, carry out reassurance visits and generally provide a visible presence in local communities. PCSOs deploy according to the needs of their respective communities and threats for example, working with the local authority to provide safety advice to students in Canterbury, supporting community sports

### Item 3

outreach programmes in Medway or high visibility patrolling in support of day time economy in the run up to Christmas in Tunbridge Wells.

Officers and PCSOs engage with local communities through a range of activity from foot patrols, attendance at partnership events, engagement in schools and by holding ward meetings and surgeries. Visible and meaningful engagement is now being further enhanced with harder to reach communities through the use of the specialist PCSOs targeting particular groups such as young people at risk of involvement with gang related crime, vulnerable adults at risk of exploitation and victims of domestic abuse.

The important role CSUs and specifically PCSOs play in providing visible policing to the communities in Kent cannot be underestimated and below is just a few examples of the varied work undertaken on a daily basis.

In late 2018 Maidstone suffered from a high number of Asian gold burglaries, Maidstone CSU worked very closely with CID to proactively target suspect vehicles and persons whilst also offering consultation and targeted crime prevention advice with the affected communities. The PCSO team were also permanently seconded to the operation and became an integral part of it outside the enquiry team. Due to the local officers' in-depth knowledge relating to the series, a PCSO noticed a suspect vehicle in an area where the breaks were taking place. The officer called control and this led to the vehicle being stopped by a traffic unit. Unfortunately, the occupants made-off, however, forensics from the vehicle were taken and as a result Community Policing Team officers located and arrested a suspect in the town centre. This was the first arrest of the series and a significant step forward in the investigation and further arrests have now been made.

Maidstone CPT executed a warrant under Section 23 of the Misuse of Drugs Act at large semi-detached property in Maidstone following intelligence gathering by local PCSOs. The search uncovered a large scale professional cannabis factory where a whole 5 bedroom house and garage was being used to cultivate a very healthy crop worth between £150,000 - £200,000. Whilst on scene the CPT liaised with the intelligence department in order to obtain a further out of hours warrant for the landlord's home address in the same road. At this address officers located documents relating to the landlord's ownership of several other properties in the town, a clear indication that he was living beyond his means. The other properties also had previous links to cannabis cultivation but had not previously been linked to the owner.

**7.2 Citizens in Policing.** The force continues to utilise a variety of volunteer roles to extend the policing family and provide visible policing. Our Special Constables, Cadets, Community Police Volunteers and volunteer support officers and staff, work and engage with the local community in both urban and rural locations.

A new team consisting of Specials, volunteer PCSOs, and police support volunteers has been established with a focus on crime and offences relating to dogs. Training has begun on the first Kent Police Special Constable to be trained as a passive dog handler. On completion of his training, will be a qualified dog handler in drugs, cash and weapons. This complements the team of Specials who have served in the Dog Section for the last 8 years.

Kent Police has seen consistent numbers of officers within the Special Constabulary over the past 4 years with a steady 290 or more during this period. This is in contrast to figures nationally where numbers have fallen. Recruitment continues with the first county event attracting over 60 potential candidates highlighting the specialisms and innovative training courses designed to support the volunteer. Excellent development opportunities are also offered with online learning resulting in 3 Specials transferring to the regular force and 5 more with start dates in the forthcoming months.

A real success has been the recruitment of Police Cadets. The Force have 401 cadets located across the county and there is a registered waiting list in excess of 500. A number of different

### Item 3

projects are underway to support cadets into the regular force. These include training events to focus on CV writing, preparation for the recruitment process and interview practice. A cadet conference is also scheduled to be held in July 2019. Plans are in progress to offer a full time cadet working initiation with Kent Police prior to their 18<sup>th</sup> birthday with the expectation to either then apply to be a Special Constable or a regular officer.

Police Cadet Safeguarding training has been specifically designed and delivered to all cadet leaders. All leaders are DBS checked and vetted and safeguarding training is provided prior to working with young people.

**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.

Officers within Firearms and Dog Section regularly undertake proactive taskings to areas of high demand and respond to immediate and high calls across the county. Patrolling and engagement with the community takes place at key iconic sites such as Bluewater and Canterbury Cathedral whilst also carrying out anti-crime messaging at clubs, demonstrations etc. The Roads Policing Unit are deployed across the county responding to threat and harm across the strategic road network. In addition they undertake proactive taskings and engagement activity such as the delivery of education messages to young people across Kent on road safety issues.

**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.

As detailed previously, the uplift in resources funded by the PCC, has allowed for the recruitment of a bespoke Road Safety Team. This team began work on the 1st December 2019 and has begun supporting the National Roads Policing Operations and in enforcing Road Traffic Legislation in relation to the fatal four. There is a high degree of frontloading of training for the unit and, as a result, its operational capability is currently reduced but initial indications are of a co-ordinated response to detection and enforcement of the key causation factors of serious incidents on the roads of Kent.

Enforcement activity in relation to road safety by officers in Kent are outlined below.

#### Officer Issued Notices

Jan-October	Speed	Insurance	Mobile Phone	Other Endorsable offences	Total Endorsable	Seatbelts
2015	874	594	633	756	2857	253
2016	1089	1094	626	1209	4018	283
2017	1380	1936	1049	1546	5911	341
2018	800	1789	952	1467	5008	442

Item 3

Drink and drug drive data is tabulated as follows:

Nov-Jan	Drink Drive Arrests	Drug Drive arrests	Fail provide Arrests	to Unfit through drink or drugs
2017-Jan 18	523	125	N/A	N/A
2018-Jan 19	236	41	22	150

Through the Road Safety Coordinator, the RPU continues to use intelligence to identify those that are identified as posing the highest risk to others' safety on the road. Subjects are categorised as; High, Medium or Standard dependent on the severity of the risk and their involvement in offences pertaining to criminality, especially when in contravention of the Control Strategy. The cumulative data is as follows:

Month 2018	High	Medium	Standard	Vehicles seized	Arrested	Stopped
July	5	1	2	1	1	6
August	1	2	2	3	3	4
September	2	4	1	2	2	4
October	2	0	1	2	2	4
November	4	2	0	3	2	5
December	1	3	1	5	1	5
January '19	7	2	0	8	5	9

Since July 2017, as a result of this targeted intelligence activity nine individuals have received imprisonment totalling 411 weeks and nine offenders have received suspended sentences totalling 305 weeks.

Following consultation within Kent Police, a concept to afford a closer working relationship between KFRS and Kent Police to enhance Road Safety initiatives is underway and at this time is with KFRS for review.

In respect of road traffic collision data, the CRASH system data below details the cumulative number of those that have been killed and seriously injured (KSI) on Kent's roads. Analysis at this time does not show any discerning pattern of behaviour in relation to collisions other than a slight rise in elderly drivers in automatic vehicles, but research does show that 95% of collisions are due to driver behaviour.

Jan - Oct	Fatal	Serious	Slight
2014	43	547	5321
2015	41	551	5007
2016	38	764	4850
2017	45	713	4700
2018	56		

The data for 2018 is still being collated but at this time there are 56 recorded fatalities.

### Item 3

The Serious Crash Investigation Unit (SCIU) attend all serious injury (life changing, loss of limb, paralysis, serious neurological injury) and fatal collisions. SCIU have attended 157 such investigations this year (January 2018 – October 2018).

The RPU continue to support the National Police Chief Council (NPCC) Calendar with the Commercial Vehicle Unit (CVU) supporting other law enforcement agencies with regards to illegal entry into the UK and driving offences. In addition, the CVU continue to run bespoke operations utilising an unmarked lorry to detect distraction offences being committed by HGV drivers.

Kent Police continue to benefit from a Special Constabulary Roads Policing Unit and the development of a tasking system to allow for smart working in support of the county's needs for road safety. This system, supported by analytical data should enhance the support to local CSUs.

Recruitment for a Kent Partnership Coordinator for Road Safety is underway. This post will be the coordination for road safety related matters and focus for enquiries and assistance from local support groups supporting those most vulnerable; Close Pass, Guide Dogs for the Blind, Elderly drivers and the like. The coordinator will be able to request assets to support, ensuring that the most appropriate agency or agencies are engaged. This will prevent duplication and ensure consistency of message across all partners.

Community Speedwatch continues its excellent work at a local level tackling repeat or extreme offenders and issuing letters of advice. The table below highlights local Community Speedwatch activity for 2018.

Station for Period	Total Observed	1st Record Observed	Active Enforcement	Hand Delivered	Letters Sent	Unprocessed	No MOT	Not Taxed	Number of sessions undertaken
East Division	959	649	0	0	114	196	20	11	137
West Division	3966	2858	11	33	750	314	76	74	472
North Division	271	187	1	4	57	22	6	4	53
Totals	<b>5196</b>	<b>3694</b>	<b>12</b>	<b>37</b>	<b>919</b>	<b>532</b>	<b>82</b>	<b>89</b>	<b>662</b>

## 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 S136 Detentions.** The police use of Sec 136 of the Mental Health Act (1983) to detain individuals who appear to be suffering from a mental health crisis is increasing year on year. The table below shows its usage:

Item 3

	<b>FY 11/12</b>	<b>FY 12/13</b>	<b>FY 13/14</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>
<b>Apr</b>	93	96	87	73	80	96	117	146
<b>May</b>	117	105	103	102	84	138	144	143
<b>Jun</b>	111	100	132	91	94	107	129	144
<b>Jul</b>	104	78	134	107	94	120	147	159
<b>Aug</b>	122	90	113	103	99	116	151	166
<b>Sep</b>	97	98	117	91	84	120	146	146
<b>Oct</b>	91	94	102	94	66	100	125	152
<b>Nov</b>	104	72	89	76	110	88	109	137
<b>Dec</b>	92	93	65	66	116	97	97	128
<b>Jan</b>	100	75	79	67	84	114	118	135
<b>Feb</b>	94	88	74	58	85	117	101	
<b>Mar</b>	97	112	91	73	93	117	148	
<b>Total</b>	<b>1222</b>	<b>1101</b>	<b>1186</b>	<b>1001</b>	<b>1089</b>	<b>1330</b>	<b>1532</b>	<b>1456</b>

Kent has experienced a 25.4% increase between the 2011/12 and 2017/18 financial years. There are no discernible patterns regarding days and times for the exercise of detention powers but areas with higher social deprivation tend to see increased numbers.

Data is also collated regarding how long officers are waiting with patients for medical clearance or to access a place of safety, times shown are in hours and minutes (00:00) for this year:

Demand	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
Average time spent at A&E for clearance/treatment	05:08	07:01	07:47	06:34	07:36	06:45	07:45	08:14	05:25
Average time to s136 suite when available (exc A&E attendance)	01:48	01:25	01:50	01:27	02:47	01:48	01:22	01:35	02:08

Since the last report average wait times have increased by 27 minutes where the Sec 136 patient requires medical clearance prior to the Mental Health Act assessment, and by 4 minutes where the patient is waiting at A&E purely because there is no Sec 136 assessment suite available.

Delays tend to increase in line with the numbers of detentions under the act increasing. With five Sec 136 assessment suites in the county it is often the case that there is not the capacity at those suites to conduct assessments in a timely manner leading to delays where officers have to wait at A&E for a suite to become available.

The HMICFRS document 'Picking up the Pieces' published in Nov 2018 recommended that all police forces have a 24 hour 'snapshot' exercise recording all mental health related demand, measured against the NPCC definition of a mental health incident. Due to potential Brexit related demand on Kent Police from March onwards it is proposed that this exercise will take place in Sep 2019.

Joint training with the Kent and Medway NHS & Social Care Partnership on mental health awareness continues with 632 police officers and staff including 120 partner agency staff having received the training. There are a further 234 officers and staff booked on courses to the end of Mar 2019 and a further 1033 by the end of this calendar year, 305 partner spaces will be offered by the end of this year also. All frontline officers and staff will attend the course over next two years.

Item 3

The Crisis Care Concordat meeting has been suspended as well as the Sec 136 Strategic meeting, chaired by KMPT whilst a whole system review takes place which includes the NHS Sustainability and Transformation Programme.

The force continues to work with partners to ensure that the appropriate support is available for people that are in crisis. This includes the development of an Alternative Place of Safety in the east of the county.

**8.2 Making Contact.** Call handling performance for emergency and non-emergency calls for this financial year to date is set out in the table below:

Jan 18 to Jan19	Call volume 999	Calls Answered %	Average answering time (999) [mm:ss]	Call Attrition	Call volume 101	Calls Answered %	Average answering time (101) [mm:ss]	Call attrition
January 18	23,976	98.07%	00:16	1.93%	41,358	80.78%	02:30	19.22%
February 18	22,558	99.34%	00:09	0.66%	38,151	82.19%	02:10	17.81%
March 18	25,478	98.94%	00:09	1.06%	43,627	79.98%	02:17	20.02%
April 18	25,701	98.89%	00:10	1.11%	42,540	78.06%	02:35	21.94%
May 18	28,203	99.13%	00:10	0.87%	46,534	78.84%	02:46	21.16%
June 18	28,386	99.39%	00:08	0.61%	46,525	89.85%	01:25	10.15%
July 18	32,593	99.30%	00:09	0.70%	43,568	92.95%	01:24	7.05%
August 18	28,839	99.56%	00:07	0.44%	39,141	95.27%	01:03	4.73%
September 18	27,497	99.60%	00:08	0:40%	37,454	94.57%	01:26	5.43%
October 18	27,659	99.02%	00:09	0.98%	34,773	93.62%	01:38	6.38%
November 18	28,136	99.00%	00:10	1.00%	32,563	90.24%	02:05	9.76%
December 18	28,155	99.19%	00:08	0.81%	29,954	92.09%	01:23	7.91%
January 19	25,483	99.30%	00:09	0.70%	33,654	90.41%	02:10	9.59%

Call performance has continued to demonstrate the sustained improvement evident since June 2018. The additional call handlers employed as a result of the precept increase are helping to achieve the significant increases in the percentage answered on both the emergency (999) and non-emergency (101) lines.

All additional staff funded by the precept increase have now completed their initial training and are deployed on the operational floor. There they will continue to develop their skills with appropriate support on the pathway to becoming experienced call handlers.

The Force Control and Incident Room (FCIR) continue to strive to provide the very best service to the people of Kent. In one recent case, a member of the FCIR was complimented by the caller for *"managing the incident in a very effective way. Although the incident was relatively minor, it was still treated with great importance. I am very impressed with how Kent Police deal with situations like that."*

FCIR staff and local officers were also recently involved in a search for a local resident who suffers from dementia. The police were called and a search was commenced which resulted in the safe recovery of the lady. A member of her family wrote to the FCIR stating: *"All those Officers involved either on the phone or directly were extremely supportive, polite, kind, and helpful and consequently are a credit to their uniform. I owe them all a deep debt of gratitude."*

From 1<sup>st</sup> June 2018 to 31<sup>st</sup> January 2019 the FCIR have answered 92.37% of 101 calls. This is a significant improvement in performance when compare to the period of 1<sup>st</sup> January 2018 to 31<sup>st</sup> May 2018, during which the FCIR answered an average of 79.97% of 101 calls.

## Item 3

During the period November 2018 to January 2019 the Force Control Room received 42 compliments and quality of service reports which is indicative of the first class service they are providing.

**8.3 Mobile First.** Since the last update to the PCC Performance and Delivery Board, the Restorative Justice form has been made available to officers on their mobile device and further fixes have been pushed out in order to improve the stability and user experience of the application. Work with the developers to make Stop and Search and Traffic Offence Reporting available is ongoing, with further development and testing required before their release. As the functionality of the application is increased further benefits are delivered, officer efficiency increases and returns to the police station are reduced.

In the last six months Kent officers have updated over 34,000 incident records saving two minutes on each transaction. Over 5,500 'Use of Force' forms have been submitted in Kent. The easy access and use of the form has helped contribute to increased compliance. In the last six months officers have completed over 133,600 self-serviced incident searches using the application, each saving both the officer and the FCR three minutes of transaction time.

In November, Athena went live in Kent. Since its release, over 62,250 Athena reports have been submitted via the mobile device. Officer feedback has consistently praised the ease of use of the application.

Currently the Mobile First team are working with HCL to develop geo-fenced tasking and briefing. This will be available in the new financial year, further saving officer time with reduced briefing times. Officers will receive push notifications when they enter an area with relevant intelligence to their role. The electronic pocket note book will also be refreshed in the new financial year, with the aim to give officers a more user friendly experience.

**8.4 Innovation.** The Innovation Task Force (ITF) has continued to deliver the 17 projects set by the Chief Constable at the outset of 2018, with significant progress made on a number of key work streams. A recent review has assessed the progress, achievements and benefits analysis as well as prioritising the 16 key projects for 2019 /20. A summary of the major ongoing projects are:

- **E-BIT** is one of Kent's evidenced based investigative tools to assist decision making, providing a structured investigative response to victims reporting certain crime types. The tool examines solvability, vulnerability and public interest focusing on a more appropriate, proportionate and tailored service to victims of crime. The functionality of this tool continues to be developed in order to further enhance our service to victims of crime. This includes analysis into the use of EBIT for investigations into further crime types. The analysis is complete and will be implemented imminently. Further development across other volume crime types continues.
- **Kube** - the ITF is continuing to explore crime forecasting and predicting technologies, capable of supporting an effective crime reduction/prevention strategy. The project aims to deliver a solution which integrates predictive mapping, tasking and intelligence feed solutions from a single platform. This is an ambitious objective for which there is no current market-ready solution, which would develop a capability far beyond the previous predictive system used in Kent.
- **Domestic Abuse** - Work remains on going in respect of Kent Police's plan to trial a new innovative approach to policing Domestic Abuse. Engagement with Essex and one other UK force, the National Police Chiefs Council and the College of Policing has taken place to assist in facilitating a three-way pilot of the new approach. The project will propose a three strand response to Domestic Abuse, these three strands will be the victim, children within the family, and the perpetrators. Consultation with key partners continues in order to design the multi-agency interventions for each of the three strands. Interventions will be based on the level of risk that the victims or children face, alongside the risk that the perpetrator presents.

### Item 3

Safeguarding those at risk will be the primary objective of this project, with an additional increased focus on preventing future offences by working with perpetrators to modify their behaviour. The first DA Strategic Transformation Board is scheduled to take place at the end of this month. This board will gather together the police, partners and stakeholders so that all parties can work together to provide the support and finance for this new approach to combatting domestic violence. The project requires an innovative approach to information sharing and risk assessment that depends upon the use of new technology.

- **Rape** – empirical based qualitative and quantitative research analysing rape investigations in order to further understand the current rape crime profile was conducted in 2018. A comprehensive report was compiled, showing the findings and was delivered to senior officers and specialist investigators across the Force and the NPCC National Lead for Rape. This piece of work has helped to inform recommendations to improve victim contact, investigative process and strategic response. Further work is being conducted currently to further enhance the analysis examining cases of rape

**8.5 Athena.** Athena, the new regional IT police system, has been live in Kent since November 2018 and its implementation should be considered a success, with the transition from Genesis to Athena enabling the Force to test its business continuity processes whilst the last of the 49 million legacy records were loaded into Athena. With 22 years of legacy data immediately accessible not only to Kent, but to the other eight forces that make up the Athena consortium, this has proved to be invaluable. Officers and staff have retained the depth and breadth of the previously held information and intelligence without the need to spend time accessing multiple systems.

The community is already benefiting from the implementation of Athena with numerous examples of opportunities where Kent have been able to access other forces intelligence or information with positive outcomes for victims and a reduction in the time taken to identify suspects and offenders. Two such examples are given below:

- Within two days of going live there was a series of burglaries which intelligence suggested the suspects may be associated to a local organised crime group. There was an evidential opportunity from a private CCTV system, however positive identification of the suspect was not possible. Various names came into the enquiry, including a specific suspect. The individual was not local to Kent and subsequently very limited intelligence was held in force systems - including no imagery. Athena enabled force intelligence teams to pull a wealth of intelligence from the other Athena forces inclusive of associates, vehicles and importantly images. As a result the suspect has been identified.
- Officers investigating an offence of theft from a dwelling in another Athena force identified a Kent suspect by searching Athena for the mobile telephone number given by him to the victim. Following his arrest in Kent the suspect's phone was examined and evidence found connecting him to the offence in the originating force but also identifying other potential victims across a number of other counties including Kent, who had been befriended through the use of a gay dating app. The new line of enquiry provided an excellent opportunity to identify and support vulnerable victims from the gay community who may have been reluctant to have come forward to report an offence to the police.

Athena has been well received and continues to have the support of staff and officers. 'Good news' stories articulating tangible benefits and positive outcomes achieved using Athena in identifying crime series, individual offenders and cross border working continue to be submitted from across the entire force.

There are however a number of significant organisational, technical and financial challenges to overcome to maintain this position and fully realise the benefits of this investment.

Arrangements for transitioning Athena from implementation to Business as Usual within Kent Police have two main areas of focus:

### Item 3

- Internally to ensure Athena is able to effectively support the delivery of policing within Kent
- Externally to ensure Kent Police are an effective partner within the Athena consortium and with the wider Connect Forces.

Athena will open up greater scope for joint and collaborative working in Intelligence, Criminal Justice and technology.

Kent has invested in resources to promote and produce the development and refinement of the product as well as ensuring contracted provisions are delivered. Much of this was as a by-product of Back Record Conversion (BRC) which required the force to have a deeper understanding of the complexities of the new system. Kent already had an integrated system in Genesis so the move to Athena whilst an immense training burden, did not expose the force to cultural differences in adopting Athena.

Following the introduction of Athena there were a series of short outages and episodes of 'slow running' which at first were thought to be an issue with Athena, however, in some instances it became apparent that an upgrade to our network was required to manage the demand. This work is now complete and monitoring introduced by the IT department and the supplier to ensure capacity issues are identified prior to it preventing access to Athena and other force systems.

There have been no further episodes of poor performance and the system has remained stable. A change process has been introduced to provide rigour and accountability around any future upgrades that may impact upon system performance and stability.

There are significant new features/changes to be delivered in Athena for the future both as a result of early learning and as part of the existing programme of development. This is in addition to the new functionality being provided through the Innovation Sub Project (ISP) and working with Partner Agencies such as Social Services and Probation.

- 9. Summary.** The Force is performing very strongly across a range of performance variables and has achieved extremely positive grading results from HMICFRS in respect of their Crime Data Integrity performance. Kent is now the top performer for crime data integrity with an accuracy rate of 96.6% which is currently the highest nationally.

That success has been achieved despite an increasing complexity of police investigations and work volume rises which has seen an unprecedented growth and change in the demand for policing services. It also includes a significant demand to look back at historical criminality whilst ensuring there is sufficient resource allocation to manage modern day challenges where new crime types are emerging such as modern slavery, human trafficking and cybercrime.