

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

SAFER IN KENT PLAN: DELIVERY AND PERFORMANCE

Wednesday 1st December 2021

1. Strategic Overview.

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

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

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

The plan has six key priorities:

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

2. Aims of the report.

This report provides an overview of the key activities being undertaken by the force to deliver against each of the priorities of the PCC's Police and Crime Plan since the last Performance and Delivery Board on 8th September 2021.

3. Putting Victims First.

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

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

Hate Crime Satisfaction

	% satisfied	Last year	% Change
Making contact	65.2%	64.5%	+0.7
Action taken	90.3%	81.4%	+8.9
Kept informed	86.8%	72.7%	+14.1
Treatment	93.4%	89.3%	+4.1
Overall Satisfaction	86.8%	80.6%	+6.2

Overall Hate Satisfaction has increased by 6.2% for the five month period between May and September 2021, with a total of 86.8% victims satisfied with the overall service they received from Kent Police.

Domestic Abuse (DA) Satisfaction

	% satisfied	Last year*	% Change
Initial contact	58.0%	63.6%	-5.6
Action taken	96.5%	91.7%	+4.8
Kept informed	90.7%	83.3%	+7.4
Overall Satisfaction	92.9%	92.4%	+0.5

**Last year is based on June 20 to September 20 as no surveys were conducted in May 20, due to the Covid 19 lockdown and safeguarding victims*

Overall DA satisfaction has increased by 0.5% for the five month period between May and September 2021, with a total of 92.9% of victims satisfied with the overall service they received.

Rape Satisfaction

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

	% satisfied	Last year*	% Change
Treated with dignity & respect	97.5%	97.4%	+0.1
Treated fairly throughout case	89.8%	91.2%	-1.4

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

4. Fighting Crime and Anti-Social Behaviour.

The Force understands the impact crime and anti-social behaviour has on victims, witnesses and the wider community and is committed to tackling this, wherever it takes place. It cannot judge success merely on whether crime has fallen. Responding to the needs of local communities, carrying out quality investigations, apprehending wanted persons and ensuring offenders are brought to justice are just a few of the measures of success.

4.1 Victim Based Crime

	Recorded Crime	Last year	% Change	Number change
May 2021	13125	10721	22.4%	2404
June 2021	12461	11199	11.3%	1262
July 2021	15269	14114	8.2%	1155
August 2021	12484	13950	-10.5%	-1466
September 2021	12779	12712	0.5%	67
5 Month total	66118	62696	5.5%	3422

Victim based crime (VBC) has experienced an increase of 5.5%, with 3422 more victims between May and September 2021 compared to the same period last year. May to July experienced increases, whilst August saw a decrease of -10.5% (-1466) compared to the same month last year, which aligns to when the country was out of the first national lockdown.

The same period in 2019, which was unaffected by COVID-19, saw 71514 crimes recorded. Therefore, when compared with 2021, there is a decrease of -7.5% (-5396).

4.2 Burglary Residential & Business and Community

Burglary Residential

	Recorded Crime	Last year	% Change	Number change
May 2021	386	382	1.0%	4
June 2021	390	395	-1.3%	-5
July 2021	408	410	-0.5%	-2
August 2021	393	443	-11.3%	-50
September 2021	404	481	-16.0%	-77
5 Month total	1981	2111	-6.2%	-130

Burglary Residential offences have seen a -6.2% decrease, with 130 less offences compared to the same period last year with notable decreases from June to September. May 2021 saw small increase on last year (4 more offences). The same period in 2019 saw 3038 crimes recorded. Therefore, when compared with 2021, further decreases are seen of 34.8% (-1057).

Burglary Residential Dwelling

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

	Recorded Crime	Last Year	% Change	Number change
May 2021	256	250	2.4%	6
June 2021	309	296	4.4%	13
July 2021	311	290	7.2%	21
August 2021	298	326	-8.6%	-28
September 2021	292	325	-10.2%	-33
5 Month total	1466	1487	-1.4%	-21

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Burglary residential dwelling offences have experienced a -1.4% decrease, with 21 less offences, compared to the same period last year. Small increases have been experienced for May to July, which aligns to when the country was on the first national lockdown. August and September have seen a small decreases on the same months last year when restrictions were lifted. The same period in 2019 saw 2153 crimes recorded. Therefore, when compared with 2021, further decreases are seen of -31.9% (-687).

Burglary Business and Community

	Recorded Crime	Last Year	% Change	Number change
May 2021	130	130	0.0%	0
June 2021	109	127	-14.2%	-18
July 2021	121	153	-20.9%	-32
August 2021	126	133	-5.3%	-7
September 2021	131	113	15.9%	18
5 Month total	617	656	-5.9%	-39

Burglary Business and Community offences have experienced a decrease of -5.9%, with 39 less offences compared to the same period last year. Decreases for the months of June to August. September seeing an increase of 15.9% (18 more offences) on the same month last year. The same period in 2019 saw 1285 crimes recorded. Therefore, when compared with 2021, further decreases are seen of -52.0% (-668).

4.3 Anti-Social Behaviour

	Recorded Incidents	Last year	% Change	Number change
May 2021	3367	7161	-53.0%	-3794
June 2021	3557	4937	-28.0%	-1380
July 2021	3432	4805	-28.6%	-1373
August 2021	3135	4898	-36.0%	-1763
September 2021	2553	3744	-31.8%	-1191
5 Month total	16044	25545	-37.2%	-9501

Anti-Social Behaviour (ASB) has experienced an overall decrease of -37.2%, with 9501 less incidents. Decreases against the same month last year were seen for each of the 5 months, with the largest decrease for May 2021 with 3794 less incidents compared to last year. This aligns with restrictions starting to be lifted from 12th April, with those that were COVID related reducing from a 19% between January and April 2021 to less than 4% for the 5 month period.

4.4 Chief Constable's Crime Squad

The Chief Constable's Crime Squad consists of 32 investigators split across the three Divisions with leadership from a Detective Chief Inspector and a Detective Inspector. Over the last quarter the team has continued to contribute to the Force's priorities through the monitoring, identification, and investigation of serious acquisitive crime offences. These include both standalone and series offences. In addition to serious acquisitive crime, the Chief Constable's Crime Squad has assisted divisional colleagues with targeting and dismantling an acquisitive crime Organised Crime Group (OCG) in the East of the county resulting in the arrest and charge for numerous offences including driving and being concerned in the supply of class A drugs. The three individuals were recently sentenced to 40 months, 43 months, and 28 months imprisonment respectively.

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The team continue to target residential burglary offenders. This includes the arrest and charge of three individuals for 8 offences relating to a series of car key burglaries in Swale and Tunbridge Wells. Furthermore, the team has continued to target violent commercial robbery offenders with success at identifying, arresting, and charging the key principle in a knife point commercial robbery targeting the £60k takings.

As well as the traditional residential burglary offences the crime squad have successfully identified, arrested, and charged two individuals who were abusing their position to access medical records and then commit offences against significantly vulnerable individuals. The suspects were charged with a conspiracy to burgle and theft offences. It is anticipated they are responsible for up to 75 similar offences. They are due for sentencing following guilty pleas in November 2021.

The team have performed strongly and continue to support the Force's competing demands of serious high-profile investigations which have resulted in 12 detectives being seconded onto two large scale investigations led by Major Crime. The team have also assisted with another operation relating to the recent disruption caused by eco activists.

5. Tackling Abuse, Exploitation and Violence. Abuse, exploitation and violence are a crime and a violation of an individual's fundamental human rights. The Force is committed to tackling these crimes and safeguarding vulnerable people from serious harm.

5.1 Domestic Abuse (DA)

	Recorded Crime	Last year	% Change	Number change
May 2021	3483	3371	3.3%	112
June 2021	3454	3359	2.8%	95
July 2021	3669	3901	-5.9%	-232
August 2021	3194	3966	-19.5%	-772
September 2021	3127	3186	-1.9%	-59
5 Month total	16927	17783	-4.8%	-856

Domestic Abuse offences have experienced a 4.5% decrease, with 856 less offences compared to the same period last year. April and May experienced increases, whilst July to September saw decreases compared to last year, with the largest decrease experienced in August with 772 less offences.

The greatest crime type group within DA recording is Violence against the Person, with 80% of the total DA crime being seen in the 2021 period and 81% in the 2020 period. Within VAP is Stalking and Harassment and Controlling or Coercive Behaviour. When comparing the proportion of both of those crime types with the total volume of DA VAP a decrease from 43.3% to 42.2% is identified between the 2020 and 2021 periods. Breaking down further, the proportion of controlling or Coercive Behaviour against the volume of VAP has decreased from 15.3% to 14.2%

The 'other' DA offence category, such as theft, has reduced in terms of both volume and proportion over the comparative periods, whilst the DA sexual offence category has experienced an increase in both volume and proportion over the comparative periods.

The arrest / interview rate has decreased from 42.2% to 37.2%, however, it is an increase from the 33.4% seen in the 2019 period. The solved rate has seen a decrease at 6.8% in 2021 from 8.0% in 2021 periods: it is an increase from 6.2% in 2019.

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5.2 Rape

	Recorded Crime	Last year	% Change	Number change
May 2021	187	150	24.7%	37
June 2021	194	164	18.3%	30
July 2021	172	185	-7.0%	-13
August 2021	192	164	17.1%	28
September 2021	206	201	2.5%	5
5 Month total	951	864	10.1%	87

Rape offences have experienced an increase of 10.1%, with 87 more victims compared to the same period last year. The months of May, June, August, and September 2021 saw increases against last year. The same period in 2019 saw 925 offences recorded, so relatively stable.

Improvements have been seen in 2021 with a 1.1% increase in the charge rate of offenders when compared with 2020 and a further increase of 3.1% in the charge rate compared with 2019.

5.3 Violent Crime

	Recorded Crime	Last year	% Change	Number change
May 2021	8245	6609	24.8%	1636
June 2021	7850	6763	16.1%	1087
July 2021	9111	8355	9.0%	756
August 2021	7475	8414	-11.2%	-939
September 2021	7645	7578	0.9%	67
5 Month total	40326	37719	6.9%	2607

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

Violent crime has experienced an increase of 6.9%, with 2607 more offences. The same period in 2019 saw 37299 crimes recorded. Therefore, when compared with 2021, increases are seen of 8.1% (+3027).

VAP constitutes the greatest proportion of, and therefore volume of violent crime, with 91.5% of the total in 2021 and 91.8% in 2020. VAP volumes increased by 2277 between the 2020 and 2021 periods and increases of 3209 offences against 2019 VAP offences.

The arrest / interview rate has seen a decrease from 28.9% to 24.6%, however the arrest rate has seen an increase from the 20.7% seen in the 2019 period. The solved rate has also seen a decrease from 8.2% to 7.0%, however the solved rate has increased on the 2019 period from 5.4%.

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5.4 Robbery

	Recorded Crime	Last year	% Change	Number change
May 2021	94	92	2.2%	2
June 2021	67	108	-38.0%	-41
July 2021	115	132	-12.9%	-17
August 2021	91	114	-20.2%	-23
September 2021	90	136	-33.8%	-46
5 Month total	457	582	-21.5%	-125

Robbery offences have experienced a decrease of 21.5%, with 125 less victims compared to the same period last year. May has seen an increase albeit by 2 offences, the months of June to September have all seen decreases on the same period last year.

The arrest / interview rate has decreased from 31.8% to 26.9%, with a further decrease from the 27.7% seen in the 2019 period. The solved rate has decreased from 16.8% to 11.2%, this is however stable with the 2019 period.

5.5 Sexual Offences

	Recorded Crime	Last year	% Change	Number change
May 2021	641	374	71.4%	267
June 2021	620	500	24.0%	120
July 2021	565	542	4.2%	23
August 2021	526	526	0.0%	0
September 2021	616	571	7.9%	45
5 Month total	2968	2513	18.1%	455

Sexual offences have experienced an increase of 18.1%, with 455 more victims compared to the same period last year, with the largest increases experienced in the months of May and June. August is stable against the same month last year.

5.6 Violence Against the Person (VAP)

	Recorded Crime	Last year	% Change	Number change
May 2021	7510	6143	22.3%	1367
June 2021	7163	6155	16.4%	1008
July 2021	8431	7681	9.8%	750
August 2021	6858	7774	-11.8%	-916
September 2021	6939	6871	1.0%	68
5 Month total	36901	34624	6.6%	2277

This group of offences has experienced an increase of 6.6%, with 2277 more victims compared to the same period last year. The 2021 volume has also seen an increase of 9.5% against the 2019 period where 33692 offences were recorded.

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The greatest increases in VAP is Violence without injury with 7.3% (+1086), offences under Violence without Injury with the largest increases are Assault without Injury up 7.3% (+936), Threats to Kill up 17.1% (+115) and Modern Slavery up 54.3% (+51).

A significant proportion of VAP recorded offences is attributable to DA and has decreased from 51.4% to 45.9% between the 2020 and 2021 periods; the key elements of this have been discussed in the DA section of this report.

The arrest / interview rate has decreased from 31.5% to 26.9%, however it is an increase from the 22.6% seen in the 2019 period. The solved rate has decreased from 8.9% to 7.6%, this is however is an increase from the 5.8% in the 2019 period.

5.7 County Lines and Gangs.

Tackling county lines and gang criminality has remained a priority for Kent Police with the County Lines and Gangs Team (CLGT) continuing to deliver a strong performance. During the last quarter the county lines have fallen from 46 to 40 operating county lines.

The disruption wing of the team remains dynamic. This enables them to respond quickly and effectively to incidents of vulnerability and assist the investigators in building effective case files to secure charges and obtain early guilty pleas. The disruption team have also dealt with several other lines, including the arrest and charge of an individual who, when arrested, had a metre long 'Zombie' knife in his possession.

To further strengthen resources, a new County Line Central Team has been created. Following a successful application process, officers have been recruited to the team including an Inspector and Sergeant who are scheduled to start at the end of November. Additionally, two safeguarding officers have been recruited within the last quarter who work closely with vulnerable children and young people identified through the team's activity. Their work is contributing to changing the lives of young people. For example, through their work they have been able to secure the cooperation of a victim who was subjected to a knife point robbery at the hand of a gang member. Their intervention has led to the young person accessing diversionary opportunities.

The CLGT continue to work in strong collaboration with the Metropolitan Police Service and the British Transport Police (BTP) where regular train station operations are run. The team has also seen the development of a strong working relationship with our Special Constabulary colleagues establishing a rolling Special Constable (SC) attachment to the East CLGT. SCs have subsequently participated in the above BTP operation and other CLGT operations including a proposed 'take over' event.

During the week of 11th October to 17th October the Force took part in County Lines Intensification Week which is a national campaign to tackle drug networks. Properties previously identified as having been used by county lines networks were visited to ensure no criminal activity was taking place. Folkestone Community Safety Partnership were involved, disrupting and preventing violent and drug-related crime in Folkestone. During this time two suspects were arrested and drugs were seized and seven people were stopped and searched following work by police dog Max, leading to the seizure of a lock knife and cannabis.

5.8 Knife Crime

Operation Eminent is the Force's plan to tackle serious violent knife crime. Kent Police received additional funding from the Home Office this year to tackle and reduce knife crime. The fund is spent on visible activity in defined hotspot areas across the county to tackle serious violence. The activity is tracked and reported back to the Home Office so that the impact of the activity on reported crime can be tracked. During the last quarter activity has focussed on post lockdown easing activity, operational activity, increasing analytic capability and analysis. The post lockdown

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easing activity has taken place across all divisions in the county and a central analytical team contributes to the development of the data driven decisions. The analytical activity assists with the emerging hotspots and professional development and the operational activity focusses on the County Lines and Gangs Team and a central team to deliver multi-force activity. During the period July to September 2021 the team have made over 1,200 arrests, over 1,300 Stop and Searches, over 900 drug seizures and approximately 500 weapon seizures.

5.9 National Fraud Intelligence Bureau

The National Fraud Intelligence Bureau (NFIB) was created to help the police and their partners catch and disrupt these criminals and make the UK a more fraud-resistant society, by alerting our communities to threats from fraud and working together to prevent crime occurring.

The National Fraud Intelligence Bureau (NFIB) sits alongside Action Fraud within the City of London Police which is the National policing lead for economic crime. The NFIB receives all the Action Fraud's reports. Millions of reports of fraud and cybercrime are used by the NFIB to identify serial offenders, organised crime groups and find emerging crime types.

All NFIB referrals fall under the umbrella of the Economic Crime Unit (ECU). Those transferred to Kent Police are received by Investigation Management Unit who will generate a local record on force crime recording systems. They will then be forwarded to ECU where they will be assessed by the Primary Investigation Team (PIT) who will carry out enquiries to ascertain if there is a viable crime and to direct it to the correct force area or professional agency if appropriate.

The Primary Investigation Team are responsible for the assessment and desktop investigation of all NFIB referred reports to Kent Police. They will also review and offer advice to reports generated as a local 'call to service'. Where the reports are capable of early resolution then the PIT team will facilitate this. Where the call to service reports are capable of being continued by teams on District they will disseminate the crime report, with rationale, to the most appropriate resource for onward investigation. The Volume Fraud Team (VFT) are responsible for the enforcement of fraud reports that have been previously assessed by PIT team and deemed to require specialist expertise to investigate. The VFT will deal with the more straightforward investigations including online auction fraud, courier fraud, individual fraud, lower level investment fraud, courier fraud and doorstep (rogue trader) fraud. The Complex Fraud Team will deal with complex investigations such as investment and boiler room frauds, investigations involving professional enablers (i.e. solicitors) as well as electoral offences.

6. Combatting Organised Crime.

The force understands the challenges in tackling organised crime and the significant impact the associated crime types can have on victims and the wider community. Led through the Kent and Essex collaborated SCD and delivered locally through CSUs and local teams, the force is actively combatting organised crime related activity.

6.1 Organised Crime Groups (OCG)

During the period May to September 2021, the Kent and Essex Serious Crime Directorate have continued to target OCG criminality across the force. Through the established multi-agency approach, local Serious Organised Crime Partnership Boards mobilise partners across the 4 pillars of Prevent, Protect, Prepare and Pursue elements to protect communities.

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

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

	May – September 2021	2021/22
Arrests	34	47
Warrants executed	21	26
Total Charges	16	19
Remands in custody	12	16
Drugs recovered – Class A	20.5kg	20.5kg
Drugs recovered – Class B	21.kg	43kg
Cash seized	£189,000	£297,965.00
Assets seized	9 x Rolex	12 x Rolex
Firearms recovered	1	1
Sentences obtained Imprisonments & suspended	74.5 years	88.6 years
Covert deployments in support of OCG investigations	269	319

Disruptions

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

The average number of disruptions per month in this reporting period are 17.8, is higher than when compared to the last reporting period (January – April 21) whereby the average number of disruptions was 12.7 per month.

7. Provide Visible Neighbourhood and Effective Roads Policing.

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

7.1 Local and Community Policing.

Each of the 13 Districts is served by their own dedicated Local Policing Teams and Community Safety Units. CSUs focus on prevention, deterrence and community engagement, working in partnership to

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problem solve local issues, particularly where there is vulnerability and community-based crime and ASB.

Local policing in Kent continues to follow the neighbourhood policing core guidelines and has been enhanced through the uplift programme with roles such as Town Beat Officers. Almost 200 ward PCSOs are geographically aligned to dedicated wards, ensuring that members of the public have a named local officer to work with communities and tackle the issues important to them.

Engagement is a fundamental part of neighbourhood policing. As an innovative force, Kent Police have procured new technology to transform how it engages with the public. 'My Community Voice' will allow officers to engage in a meaningful way with the community; keeping people up to date with news, alerts, appeals, events and general policing activities. In return the Force will better understand what is important to members of community groups, residents, and businesses.

This is a unique platform as the public can choose exactly what information they receive and how they receive it, by email, text or voicemail. Ward officers will be able to target information updates at street, ward or district level and communications can be sent in over 100 languages. Most significantly it allows two-way dialogue so that the Force can identify and respond to the issues that matter most to local people. Officers are working with Neighbourhood Watch, Parish Councils and key individuals to optimise the roll out. The ambition is to have ten percent of our communities signed up in the first year.

The emphasis on visible, accessible local policing means districts are now served by a network of dedicated resources who work with partners to tackle priority local issues. This includes 20 officers working in three multi-agency District Task Forces (Margate, Maidstone, Medway) and the newly formed Schools Team. Currently we have 25 officers across 60 schools and are working towards a phased implementation which will see 70 Schools officers providing a named officer for all secondary provision across Kent and Medway. The core purpose of the Schools Police Officer is to work with schools, educational establishments and other youth related organisations to provide a visible and accessible Police presence. They work closely with young people, parents and carers, to create a respectful and positive culture of Policing amongst children and young people, increasing safety, identifying early intervention safeguarding opportunities and reducing the fear of crime and victimisation and disrupting criminal activity. Presentations have been delivered regarding sexual offences, raising awareness around consent to sixth form students, receiving positive feedback from students and schools. During school holidays the team have worked in the community and attended summer clubs and public open spaces to ensure a consistent relationship with the police, creating trust and building on relationships with young people.

The Problem Solving Task Force (PSTF) was launched during 2020/21, the first unit of its kind in policing, implemented with 24 PCSOs who work with CSUs and partners to take enforcement action, make environmental improvements and provide visible policing in areas where long term embedded problems have persisted. The team have been working across the county in Medway, Maidstone, Ramsgate and Deal. In Medway the team were dedicated to an area impacted by county lines and drug dealing. While the specialist Gangs and County Line team tackled the criminality, the PSTF engaged 650 households in the area undertaking 12 weeks of high visibility patrolling, environmental audits and intelligence gathering, responding to the issues raised by the community. A survey of residents showed 66% of residents stated they felt a tangible benefit in the reduction of crime and Anti-Social Behaviour following the focussed activity.

7.2 Citizens in Policing. The force continues to utilise a variety of volunteer roles to extend the policing family and provide visible policing. 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.

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Special Constabulary

Kent SC establishment stood at 352 in September, a decrease of 11 officers since May as the pandemic eased. 149 officers held Directed Patrol Status and 203 were trainees. East had the highest number of Specials at 25.7%, while West had the least with 15.7%. 11% of Kent Specials identify as being from a minority ethnic group and females account for 25% of the overall establishment. 7 officers achieved Directed Patrol Status on the Special Constable Learning Programme (PEQF) and were among the first in the country to do so.

Police Support Volunteers

PSVs have been reintroduced to many teams around the county, with Op Zenith ensuring IT access at all stations to enable PSVs to come to duty. Some new roles have been introduced, such as administrative support for the PCSO Tasking Team, which is a positive development. Establishment dropped by 10 from 159 in May to 149 in September, mainly due to older PSV not wishing to return to volunteering after the pandemic.

Community Speedwatch

CSW demand increased over the period May to September, with over 40 new schemes showing an interest in starting up. July produced the highest number of records ever with 4709 vehicles recorded speeding. 75 volunteers joined CSW that month, indicative of the public perception of Speeding issues. Incidents of group abuse unfortunately increased, with 35 drivers in July abusing CSW volunteers, ranging from name calling to threatening behaviour. Interestingly, most of the abusers are not actually speeding because they slow down specifically to take the abusive action. A Develop You post for a PC to provide enforcement support was successfully advertised and filled.

Volunteer Police Cadets

The Mini cadet programme continues to grow following the successful pilot at the start of the year in Temple Hill School in Dartford. A further 17 schools came on board from the end of October, reaching out to over 200 children aged between 8 – 11 years. There has been some very positive feedback from the schools, with several requests to return for a second programme in the new year as well as some positive press reporting from the Kent Messenger Group. Plans are now in process for the next cohort of schools for 2022.

The senior cadet programme is also continuing to grow with the launch of Dartford and Folkestone in November. There are currently 435 cadets across the county, but this figure will increase to closer to 500 with the two new units opening. Interest in cadets also continues with a further 360 cadets on the waiting list. There are currently 111 active volunteer leaders supporting the 12 units with a further 98 in the recruitment process to ensure a robust resourcing model is in place and to assist with the potential growth of the programme in 2022. The recruiting leaders include 28 who were previously cadets who have reached the age of 18 but want to continue supporting the cadet programme. There are currently 27 ex-cadets who have now joined Kent Police as PCs, SCs, PCSOs and PSEs with a further 8 applications in progress.

Community Policing Volunteers

During the past year the following work has taken place in relation to CPVs:

- Revised all powers and had Chief Constable sign off.
- Reviewed deployment protocols, linking and liaising with FCR.
- Reviewed and realigned vetting requirements relevant and specific to each strand.
- Reviewed and adjusted the recruitment processes and requirements.
- Reviewed and revamped uniform requirements and agreed for each strand.
- Currently reviewing the CPV Standard Operating Procedures.

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- Continued to recruit CPVs across various strands and interviewed using Microsoft TEAMS
- Updated website to reflect exactly what is on offer if someone is interested in becoming a CPV which included reimaging, overview, descriptions, specific requirements etc and is now live.

A pass out ceremony was held at KPC in July for various CPV strands and another at Rochester Airport for the Aviation strand, attended by the PCC. In total we now have 101 CPVs through a number of strands across Kent.

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

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

During the period of May to September 2021 the RPU has seen a steady rise to pre-lockdown traffic levels. This has seen the call demand increase and peak during the month of July at over 1000 calls attended by RPU staff. Call demand for Kent Police on the Strategic Road Network (SRN) for the period shows a similar trend in call attendance. The peak of call demand for the SRN was also in July where Roads Policing attended just under 600 calls for the SRN alone.

Focus has remained on enforcement of the main factors contributing to people being killed and seriously injured on the county's roads (Fatal 4 offences), the National NPCC Campaigns and proactive disruption of criminals using the road network.

Enforcement Activity Overview where specifically linked to "Fatal 4" KSI contributory factors

	May	June	July	August
Driving without due care and attention offences detected:	53	47	65	51
Seatbelt offences detected:	52	282	162	124
Mobile Phones offences detected:	79	77	73	60
Speed offences detected:	5795	6147	7750	7248
Excess Alcohol arrests:	108	117	121	100
Excess Drugs arrests:	70	38	64	59
Fail to provide a specimen arrests:	15	18	14	28
Unfit through drink/drugs arrests:	107	88	96	101

During this period the Road Safety Unit have continued to use their proactive policing of the roads to make significant contributions to tackling serious and organised criminality using Kent's road

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network. A number of police operations have taken place during this period including an ongoing joint operation working with Canterbury Community Safety Unit, focussed on excess speed, anti-social driving/riding and vehicles or persons of interest. During the operation 2 persons were arrested for Drug Driving, a fatal 4 contributor. Collaborative working with Essex Police took place over two days which resulted in some positive outcomes including 74 various traffic offence processes, 5 vehicles seized, 4 stolen cars recovered and 2 arrests for drug driving.

'Bike Safe' - is national police led initiative, aimed at working with motorcycle riders to raise awareness of the importance and value of progressing on to accredited post-test training. Bike Safe workshops involve an observed ride with a Police Advanced motorcyclist or approved Bike Safe observer. This is a heavily subsidised course by Kent Police, for the public to undertake and is a large contribution from Kent Police to increase road safety. This group are recognised as a most vulnerable road user group and this initiative is focussed on education, mitigating the risk and reducing the likelihood of them becoming involved in collisions and therefore reducing the amount of people killed and seriously injured as a result. Bike Safe has now been implemented and run over four weekends with the public. This has received high praise and positive feedback from those in attendance and is a key contributor to increased road safety among this vulnerable user group.

With regards to the work of the Serious Collision Investigation Unit (SCIU), there have been a number of significant investigations during this period and the team has deployed to and investigated ten fatal and fifteen very serious injury road collisions.

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

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

The table below shows the number of s.136 detentions for the first 10 months of 2021. Detentions have continued to reduce since December 2019 resulting in over 400 less detentions so far this calendar year compared to 2020.

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Jan 21	110
Feb 21	144
Mar 21	132
Apr 21	99
May 21	125
Jun 21	128
Jul 21	117
Aug 21	112
Sep 21	96
Oct 21	87
Total	1063

This is an incredible step change resulting in less police and partner hours dealing with s.136 detentions with a focus on ensuring the patients are receiving the right intervention by the right service at the right time. Internal training delivered by the Mental Health Policing Team has ensured people are not unnecessarily detained under s.136 of the Mental Health Act and appropriate advice is sought prior to every detention, with alternative powers and services being considered. This drive continues with a recent video to all staff by ACC Ayling reinforcing the importance of our response and commitment to mental health.

The increased use of the 836-advice line, which provides clinical advice for front line officers prior to making decisions to detain individuals, has made a significant contribution to this performance, with partners investing in training and resources to improve availability of clinicians. Multiagency Mental Health training is also being developed by a group chaired by Kent Police, this training is in the design and development phase and will be delivered during 2022. Continued scrutiny will be supported by an enhanced data set, supplied by an improved mental health e-form that is due to release at the end of 2021/start of 2022. This information will be shared with partners to assist in the continued service improvements for people in crisis.

Supt Steenhuis continues to co-chair the "Urgent Care Oversight Board" with KMPT which monitors the delivery of a number of improvement projects which will see continued change and improvements in the service provision. This includes the creation of 24/7 age appropriate crisis care via NHS 111 by 2023/24 with a 24/7 crisis function for adults during 2022.

In addition to the safe havens providing sign posting and support across the county, a High Intensity support process will also commence in East Kent in the final part of 2021, this service funded by the NHS and run by the British Red Cross will look to support individuals that create the most demand by repeated ED attendance or detention under s.136. Our joint commitment and partnership working arrangements in response to mental health have seen a sustained improvement in our use and approach to s.136 powers.

8.2 Making Contact. Call handling performance for emergency and non-emergency calls for the period May to September 2021 is set out in the table below:

FCR and IMU

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

999 call totals:	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Calls Received	29,130	32,204	33,106	30,824	31,666
Calls Answered	28,761	31,268	32,113	30,416	31,320
Calls Not Answered	369	1,036	993	408	346
% Not Answered	1.27%	2.91%	3.00%	1.32%	1.09%
Average Queuing Time	14s	19s	22s	16s	19s
Average Talk Time	5m 30s	5m 29s	5m 24s	5m 13s	5m 01s

The volumes of 999 emergency calls received has been the highest since 2016 and has been reflected nationally throughout all forces. Despite this, and despite the challenging attrition, the number of 999 calls answered during this period has been the highest again since 2016.

During this reporting period the calls not answered percentage increased which has had an impact on an overall financial year attrition rate of 1.73% but that still remains within the aspirational 2% attrition. In relation to average queuing time this has fluctuated monthly through the financial year between 10 seconds and 22 seconds with a financial year average of 17 seconds. Talk time for this period remains stable which is positive due to additional requirements on call takers to update victims at their first point of contact with the Victim Code requirements in line with the Victim and Witness Service Strategy 2020 and where possible seek early first contact resolution.

101 Public Non-Emergency call handling:

101 call totals:	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Calls Received	31,133	31,907	33,985	31,900	33,137
Calls Answered	28,963	27,535	26,627	26,409	22,679
Calls Not Answered	2,170	4,372	7,313	5,491	10,458
% Not Answered	6.97%	13.70%	21.65%	17.21%	31.56%
Average Queuing Time	1m 17s	2m 23s	3m 24s	2m 41s	6m 24s
Average Talk Time	8m 18s	8m 26s	8m 08s	8m 11s	8m 33s

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

The percentage of calls not answered saw some challenging periods from June onwards reaching high attrition rates at weekends. The financial year attrition rate of 18.83% is assessed to be a direct impact of the increasing 999 emergency calls which remain the priority. A challenging September has increased the overall queuing time to 3m 14s seconds for the financial year. In relation to talk time for this period (as with 999 calls) the length remains stable against a requirement now embedded to update victims at the first point of contact with the Victim Code requirements and where possible seek early first contact resolution.

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A post implementation review of the 2020 FCIR business model is currently underway with recommendations to be presented to the Strategic Change Board to support current and future demand changes given the challenges experienced since the model's inception.

Channel Shift

Digital Contact

Digital Contact:	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Number of Digital Contacts into FCIR	7,868	8,463	8,325	7,566	8,324

All Digital demand into the FCIR has shown ongoing growth since more channel choice became available to the public. Whilst the comparative data shows a decrease on the same time in 2020, the majority of this digital contact decrease was COVID breach reports that were at an all-time high during the same reporting period. The remaining digital contact types continue to grow with new opportunities and functionality being added continuously.

Online Crime Reporting (OCR):

OCR totals:	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Number of 'Report a Crime' Submissions	2,643	3,019	3,142	2,999	3,614

During this reporting period online crime reporting has increased by 9.76% compared to 2020. In line with other calls for service areas this began to rise through the Summer period.

Live Chat

Live Chat totals:	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Live Chat volumes	3,868	4,144	3,925	3,515	3,517

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

Investigation Management Unit (IMU)

IMU & Crime totals:	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
Recorded Crime	15242	14613	18296	14867	15163
Cancelled Crime	562	570	749	768	619
% of Total	3.6%	3.8%	3.9%	4.9%	3.9%

Recorded crime between for this period has increased by 5.5% compared to the same period in 2020. This is showing crime levels returning to normal levels following low recorded crime in 2020 due to COVID-19. Compared to the same period in 2019 recorded crime has reduced by 6.3%.

9.0 Summary

In summary, the Force has been performing at a high standard over the past 5 months as this report highlights. During the Covid-19 pandemic the Force demonstrated how they were able to continue to police through an unprecedented time, adapting techniques and approaches, being resourceful and utilising technology. The Force has continued to be victim focussed, providing a first class service to the people of Kent despite the challenges faced, analysing and identifying best practices to continue operating in this way as the county resumes a new normality as the pandemic begins to subside.