

## **Annual Policing Survey 2022**

### **November 2022**

As part of his commitment to actively engage with the diverse communities of Kent and Medway, the elected Police and Crime Commissioner (PCC) for Kent, Matthew Scott, launched his sixth Annual Policing Survey in July 2022.

Like previous years, the aim of the exercise was to survey a large and representative sample of residents on their views and experiences of policing, as well as feelings of safety, whether they had been a victim of crime, and the subsequent support received, amongst other questions.

Collecting information from the sample enables the PCC and his staff to draw meaningful conclusions to help inform the Police and Crime Plan and decisions with regards to the council tax precept.

However, there was a difference in this year's survey because the PCC was searching for a new Chief Constable. Mr Scott wanted to gauge the public's views on which leadership qualities the new Chief Constable should possess and policing priorities they should focus on. These two additional questions were added after the survey was officially launched, so numbers of responses are lower compared to the other questions.

We received 2964 completed survey responses overall.

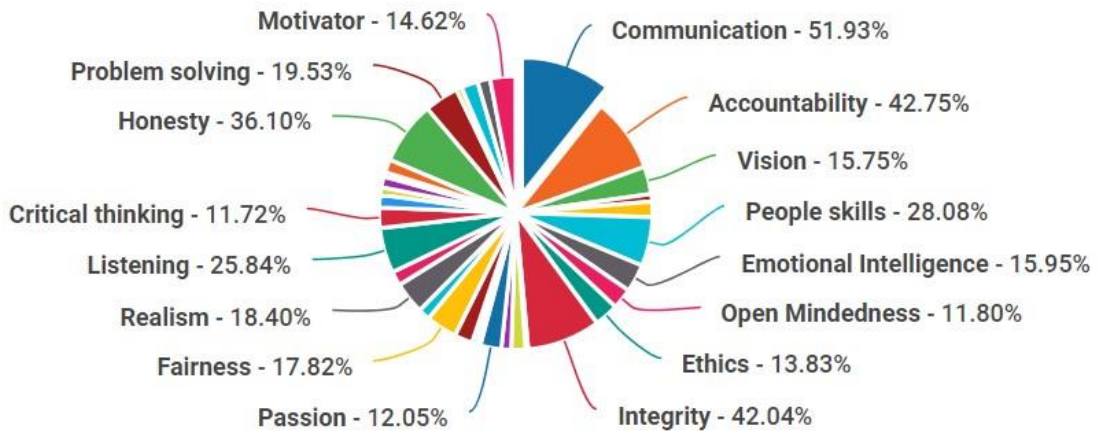
The survey was shared widely throughout Kent in a number of ways and to different communities. More Kent Police officers and staff completed the survey this year in comparison to previous years because the PCC wanted to understand what they wanted from their new Chief Constable.

Hard copies were completed at both the Kent Police Open Day and the Kent County Show. The survey was widely promoted on our social media channels and posted directly on various local community Facebook groups, including diverse communities. 'My Community Voice' and 'Nextdoor' were also channels we utilised to reach out to more local people.

A special edition Newsletter was sent out to our 4000 mailing list recipients and emails were sent to Parish councils, Community liaison officers, Places of worship, Schools, Colleges, Universities, Rotary clubs, Women's Institutes, Kent Scouts, Commissioned charities, Criminal Justice partner organisations, and many more. We asked them to also share more widely with friends, family, and colleagues. The hard copies were also filled in at street stalls in shopping foyers and high streets across Kent.

The first two questions that were analysed focus on the Chief Constable. Question 3 onwards focus on the general annual policing questions.

**1. Which of the following leadership qualities do you believe the next Chief Constable should have? Please select up to five.**



- Communication
- Accountability
- Vision
- Self motivation
- Confidence
- People skills
- Emotional Intelligence
- Open Mindedness
- Ethics
- Integrity
- Optimism
- Humility
- Character
- Passion
- Networking
- Learning
- Partnership working
- Fairness
- Resilience
- Realism
- Pragmatism
- Listening
- Critical thinking
- Authenticity
- Flexibility
- Innovation
- Creativity
- Change Management
- Honesty
- Problem solving
- Likability
- Empathy
- Compassion
- Motivator

Looking at the results, it is clear to see every single leadership quality is important, with at least 35 people choosing the least popular response; however, the five most popular qualities are:

All respondents

- 1) Communication
- 2) Accountability
- 3) Integrity
- 4) Honesty
- 5) People skills

Police

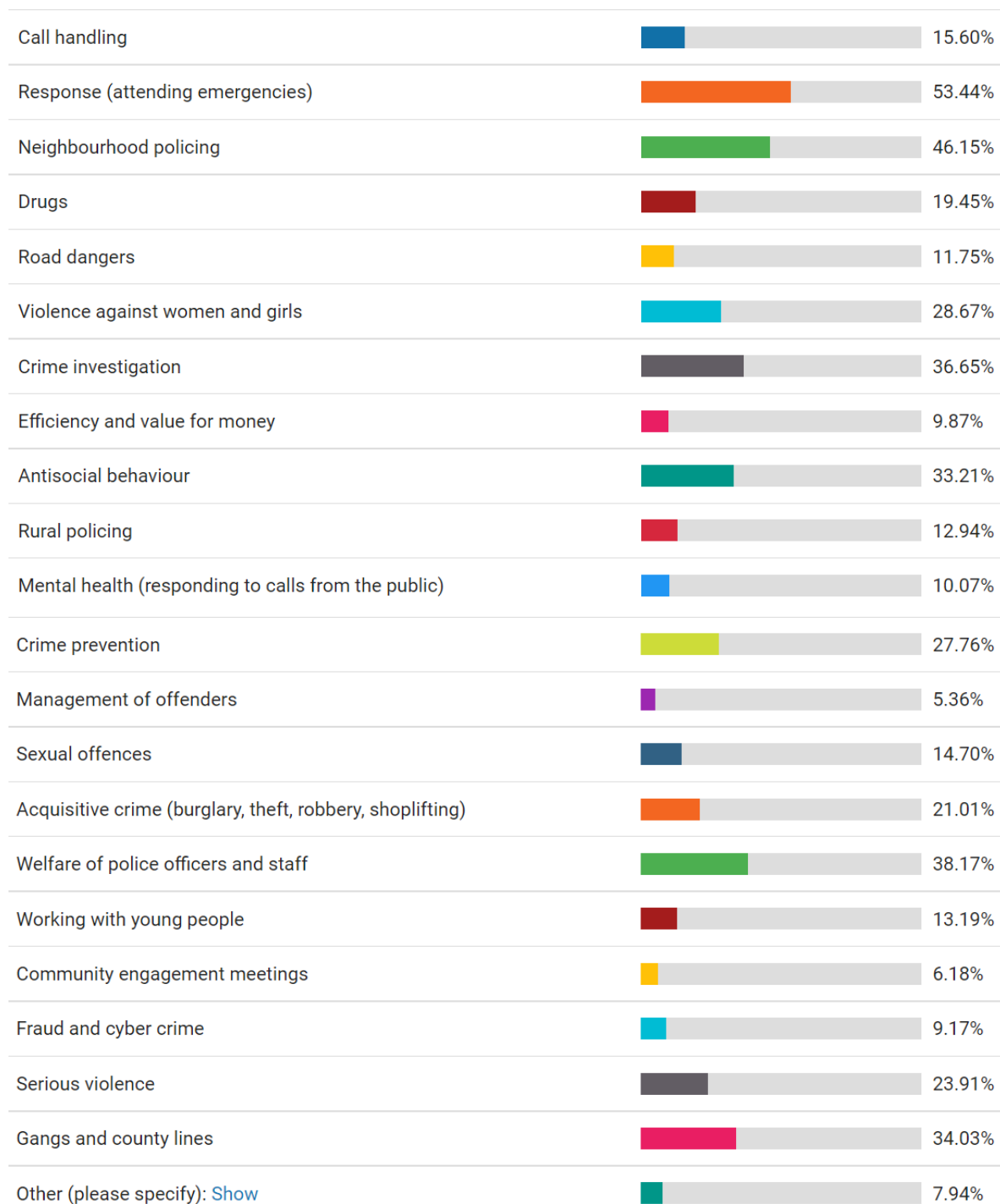
- 1) Communication
- 2) Integrity
- 3) Honesty
- 4) Accountability & Listening
- 5) Realism

Public

- 1) Communication
- 2) Accountability
- 3) Integrity
- 4) Honesty
- 5) People skills

The top 3 scored over 40% each with 'Communication' the only quality being chosen by over half of all respondents. The 6<sup>th</sup> most chosen quality of 'Listening' was the only other quality that was chosen by more than 1/4 of people outside of the top 5 overall choices. Although important, most qualities failed to reach 10% of respondents' top 5 votes.

**2. Which of the following areas should the new Chief Constable be most focussed on? Please select up to five.**



Results from question 2 parallel question 1 to an extent. Only a handful of responses are chosen by more than 25% of people (8 out of 22 choices). Again, only 1 area is chosen by more than half of people (Response – attending emergencies).

<u>All respondents</u>	<u>Police</u>	<u>Public</u>
1) Response (attending emergencies)	1) Welfare of police officers and staff	1) Neighbourhood policing
2) Neighbourhood policing	2) Response (attending emergencies)	2) Response (attending emergencies)
3) Welfare of police officers and staff	3) Neighbourhood policing	3) Antisocial behaviour
4) Crime investigation	4) Crime investigation	4) Gangs and county lines
5) Gangs and county lines	5) Violence against Women and Girls	5) Crime investigation

There is consensus between police and public on 3 areas of policing: Response (attending emergencies), Neighbourhood policing, and Crime investigation. They differ when it comes to the police prioritising 'Welfare of police officers and staff' and 'Violence against Women and Girls'. The public want the new Chief Constable to focus on 'Antisocial behaviour' and 'Gangs and county lines'.

A handful of 'Other' examples were specified that differed to the given options:

- All the above (difficult to just pick 5)
- Traveller encampments
- Staffing levels and workloads
- Focusing on policing and not taking on other partner agencies' responsibilities
- Hate crime
- Rehabilitating people from re-entering the Criminal Justice System
- Unnecessary bureaucracy
- More visible police presence
- Securing prosecutions
- Officers in Schools
- Maritime capability
- Custody
- Traffic crime
- Anti-terror policing
- Corruption in policing

### 3. Do you agree with the priorities I have set for Kent Police?

Answer Choices	Strongly agree	Agree	agree nor disagree	Disagree	Strongly disagree	Response Total
Preventing crime and antisocial behaviour	63.91% 1,856	28.75% 835	5.51% 160	0.83% 24	1.00% 29	<b>2,904</b>
Tackle violence against women and girls	55.78% 1,611	29.88% 863	11.39% 329	2.04% 59	0.90% 26	<b>2,888</b>
Protecting people from exploitation and abuse	50.38% 1,449	35.67% 1,026	11.61% 334	1.56% 45	0.76% 22	<b>2,876</b>
Combat organised crime and county lines	59.91% 1,723	30.25% 870	8.00% 230	1.15% 33	0.70% 20	<b>2,876</b>
Be visible and responsive to the needs of communities	64.69% 1,867	25.68% 741	6.76% 195	1.80% 52	1.07% 31	<b>2,886</b>
Prevent road danger and support Vision Zero	37.94% 1,093	36.24% 1,044	20.41% 588	4.10% 118	1.32% 38	<b>2,881</b>
Protect young people and provide opportunities	43.35% 1,252	33.86% 978	17.90% 517	3.50% 101	1.39% 40	<b>2,888</b>

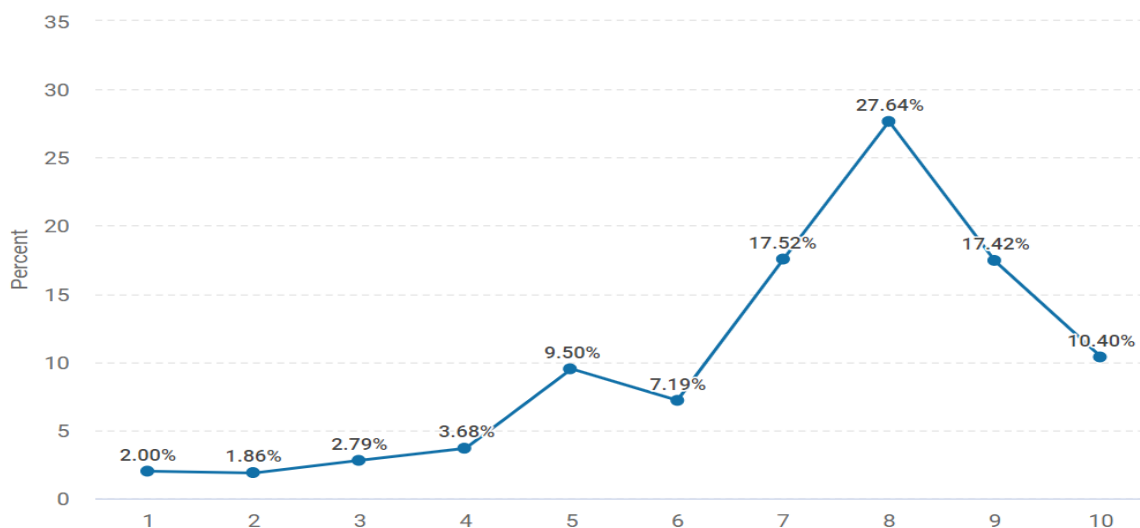
This question asked how far people agreed or disagreed with the six priorities within the PCC's Police & Crime Plan: Making Kent Safer.

Interestingly, overall, people strongly agree with every single priority (shown by the light grey highlighted boxes on the far left). When combining the % of those strongly agreeing and agreeing with priorities, the most popular priority was 'Preventing crime and antisocial behaviour' with 92.66%. The 2<sup>nd</sup> 'most agreed' with priority was 'Be visible and responsive to the needs of communities' with 90.37%.

These answers correlate with the previous question when looking at the top 2 answers people felt most strongly about: 'Response (attending emergencies)' and 'Neighbourhood policing'. According to responses to these two questions, the public want their police to be more visible and to respond to crime.

Although people still strongly agreed with 'Preventing road danger and support Vision Zero' and 'Protecting young people and provide opportunities' as priorities, these were prioritised less compared to the others (approximately 8-10% less than the 5<sup>th</sup> most popular priority - if you look at the combined % of those who strongly agree and agree).

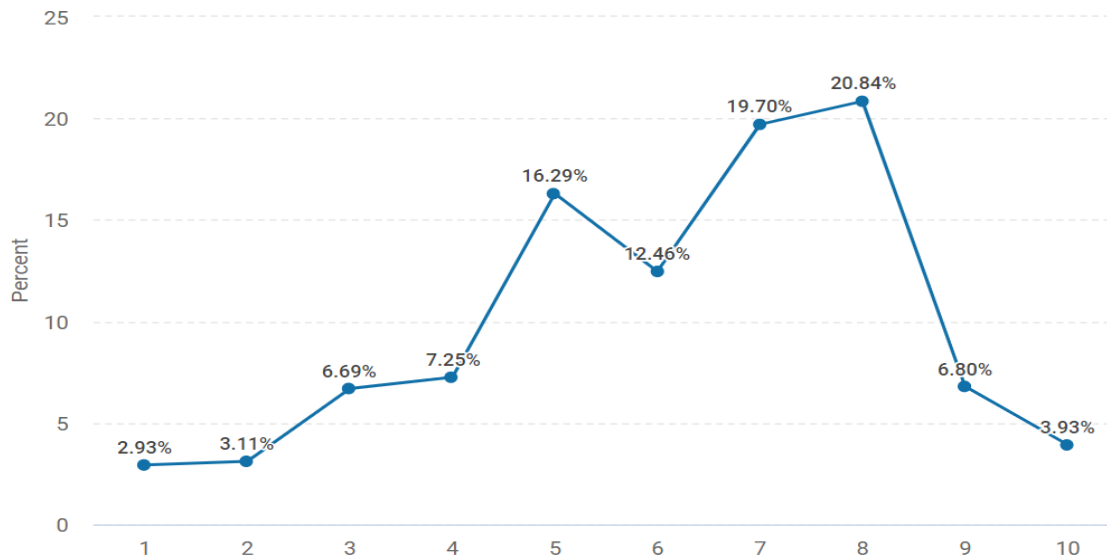
#### 4. How safe do you feel where you live? (1 being 'very unsafe' and 10 being 'very safe')



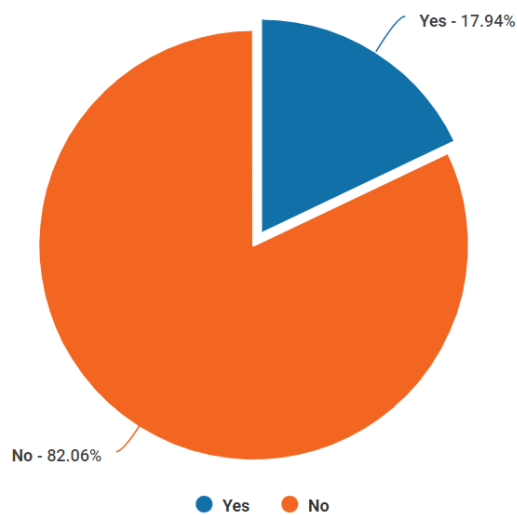
The mean average of responses was a score of 7.24 out of 10, a very slight increase on the recent Police & Crime Plan survey of 7 out of 10. It was also higher than last year's Annual Policing Survey results, which was 6.97 out of 10 and up from 6.38 in 2019.

#### 5. How safe do you feel on Kent's roads, as any road user? (Driver, pedestrian, cyclist, horse rider etc). (1 being 'very unsafe' and 10 being 'very safe')

The chart suggests a similar picture to the previous question, in the fact that people chose 7 or 8 out of 10 more often than any other score. The scores were more evenly spread amongst all options in contrast to question 4, which brings the **overall average down to 6.20 out of 10.**



## 6. Have you been a victim of crime in the last year?



Less than 20% of the 2,898 respondents who answered this question had been a victim of crime in the last year. These 520 people then had an opportunity to answer supplementary questions on the crime, whether they reported it, and the subsequent service from Kent Police and partners.

## 7. If so, which crime(s) were you a victim of?

More than a 1/3 had experienced Antisocial behaviour (ASB) in the last year – significantly higher than any other crime within the list of options. The next highest option chosen was 'Other' with almost 1/4 of respondents choosing this. Seeing as this option included a variety of crimes, ASB was the stand-out crime experienced. The top 5 were:

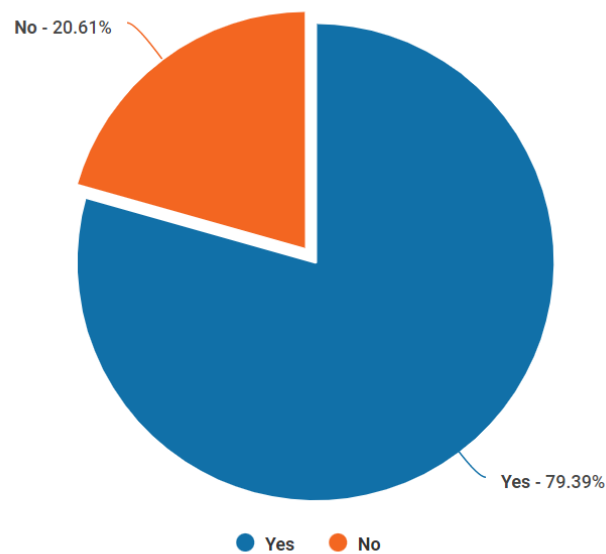
- 1) ASB
- 2) Vehicle crime

- 3) Burglary/Robbery
- 4) Stalking and harassment, including online harassment
- 5) Hate Crime

'Other' consisted of:

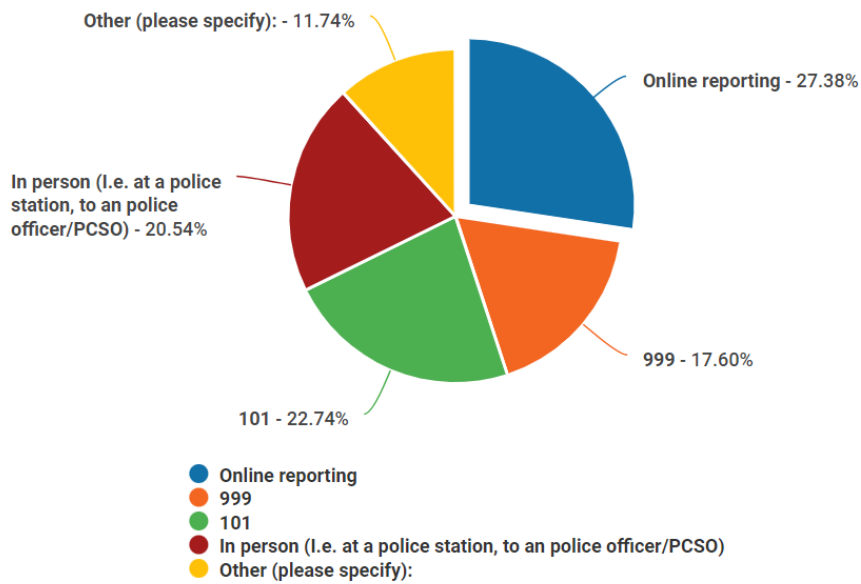
- Drug crime
- Assault (including on emergency and shop workers)
- Public disorder
- Criminal damage
- Upskirting
- Voyeurism
- Neglect
- Malicious communications
- Accosting
- Arson
- Dog attack
- Perverting the course of justice

### 8. Did you report the crime?



Almost 80% of respondents reported the crime they experienced in the last year.

### 9. If so, how did you report this?



Out of the 416 people who reported a crime in the last year, 50% used either online reporting or 101. 999 was used the least out of all options.

Responses under 'Other':

- Matter was dealt with internally at work
- Never got through
- Via Transport Police
- Reported to School
- Reported to mental health services
- Action Fraud
- Fraudline
- Bank
- Farming Whatsapp group
- Email to PCSO

### 10. How satisfied were you with Kent Police?

Very dissatisfied		25.86%	90
Dissatisfied		23.56%	82
Neutral		29.02%	101
Satisfied		15.80%	55
Very satisfied		5.75%	20

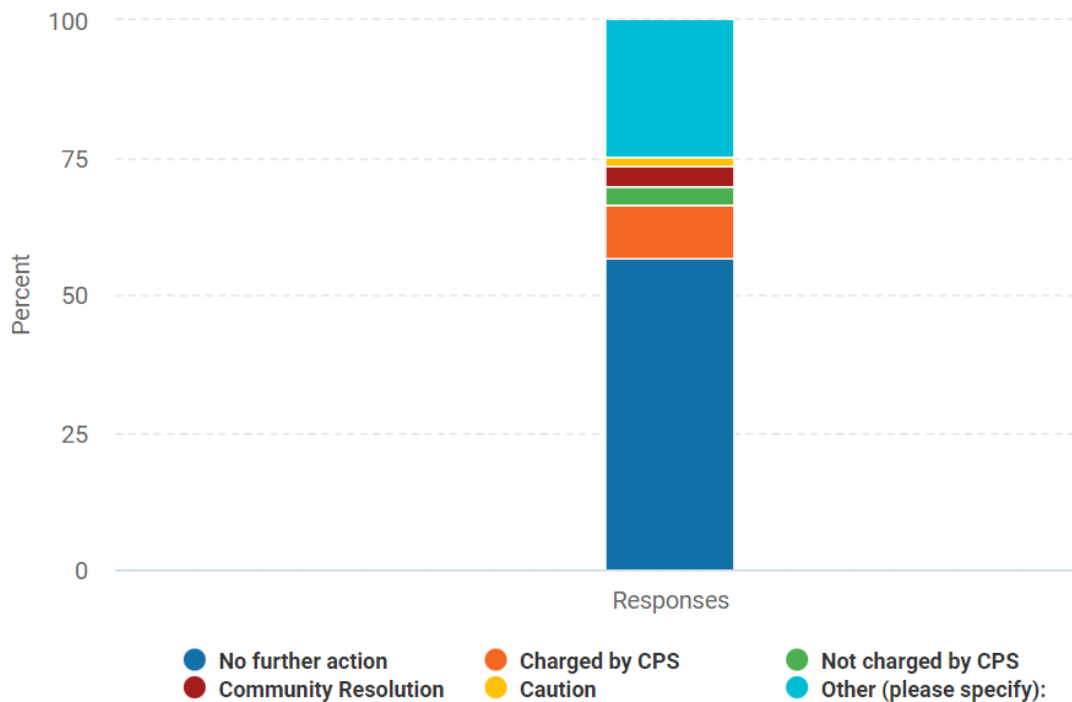
Based on the immediate response, the most common response is 'neutral' with 29% followed by 'very dissatisfied' at 25%. However, for our victim satisfaction we group the different options for satisfied and dissatisfied together to give overall satisfaction:



Dissatisfied	172	49.4%
Neutral	101	29.0%
Satisfied	75	21.6%
	348	

This shows that people are overall dissatisfied with 49.4% (almost half), 29.0% (almost a third) are neutral and 21.6% (over a fifth) are satisfied.

### 11. What was the outcome?



The outcome of the crime in over 50% of the 404 respondents' cases (that were reported) concluded in 'No further action' being taken. Just under 10% of the respondents had their case charged by the Crown Prosecution Service. Almost ¼ experienced 'Other' outcomes; examples listed below:

- 'Never got through to 101'
- 'Still waiting for an update'
- 'Still waiting for CPS'
- 'No interest whatsoever from police even though we suffered a follow up assault by the same person and three of his friends subsequently.'
- MP helped us to get the Police to listen and re consider'
- 'Charged for a lower offence'
- 'No one was caught'
- 'Ongoing at the moment - awaiting forensics'

- 'Never heard back despite cctv evidence'
- 'Unable to prosecute as lack of evidence'
- 'Charged by CPS and dropped before court'
- 'Currently awaiting court proceedings'
- 'Verbal warning from PCSO (twice due to reoffending)'
- 'Nothing...the crime was not deemed serious enough or even a crime number'
- 'YOT referral'
- 'I rang 999 they did not turn up'
- 'Was provided with catalytic converter marking kit'

## 12. If you reported the crime, were you referred to any support services?



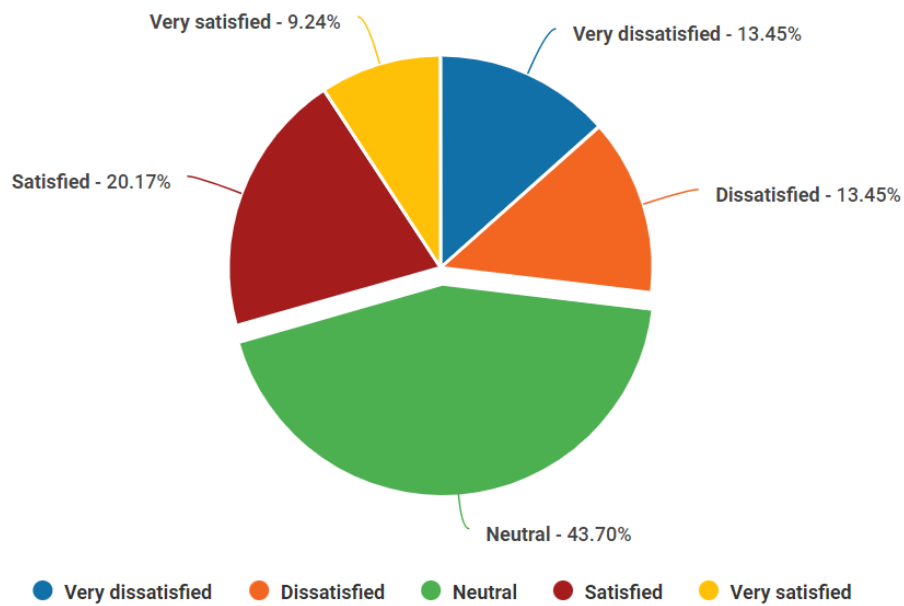
Just over a 1/3 of victims who reported the crime were referred to support services.

## 13. If yes, which service supported you?

This question gave the respondent a free text box for their answer, which resulted in numerous responses:

- The most popular response was 'Victim Support'
- Clarion
- Social Services
- Oasis
- Restorative Justice
- Visited by police officer to check welfare
- Mental health services
- SATEDA
- New Leaf Support
- DAVSS
- Family Matters
- Counselling
- 'Police Cadet Leaders are helping me'
- Refuge
- Action Fraud
- British Transport Police
- National Fraud Office
- Offered but did not need/want it was a recurring response by many.
- PCSO Special Support for Vulnerable people.
- Stalking Advocacy
- Relate

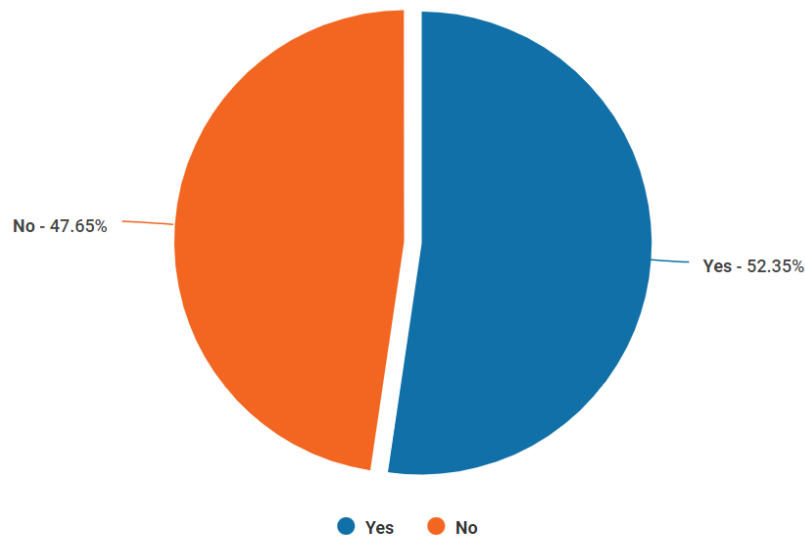
#### 14. How satisfied were you with the service provided?



Overall, it was a fairly even split between those who were dissatisfied and those who were satisfied. Having a neutral view of the service was the option chosen by over 43% of respondents.

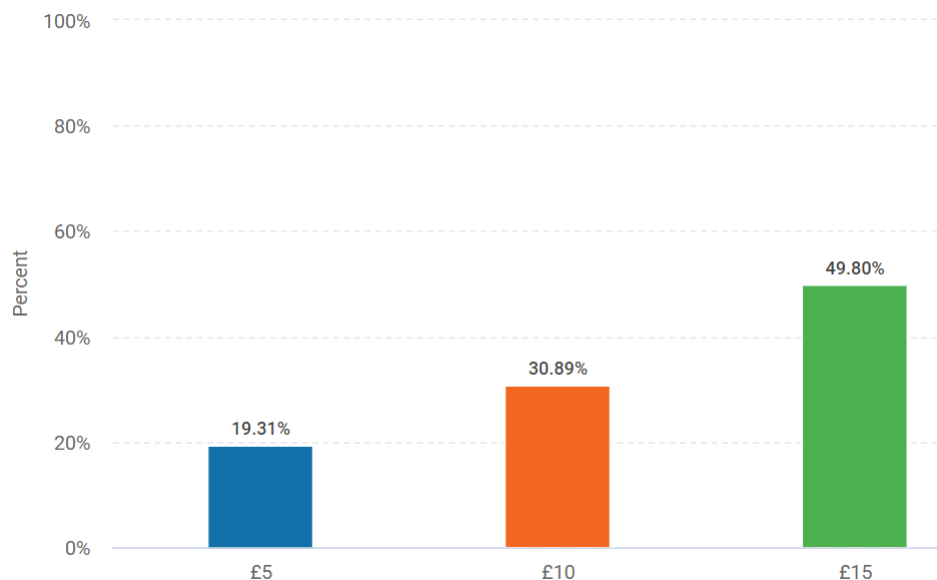
Dissatisfied	32	26.9%
Neutral	52	43.7%
Satisfied	35	29.4%
	119	

### 15. Would you be prepared to pay more council tax to support policing in Kent?



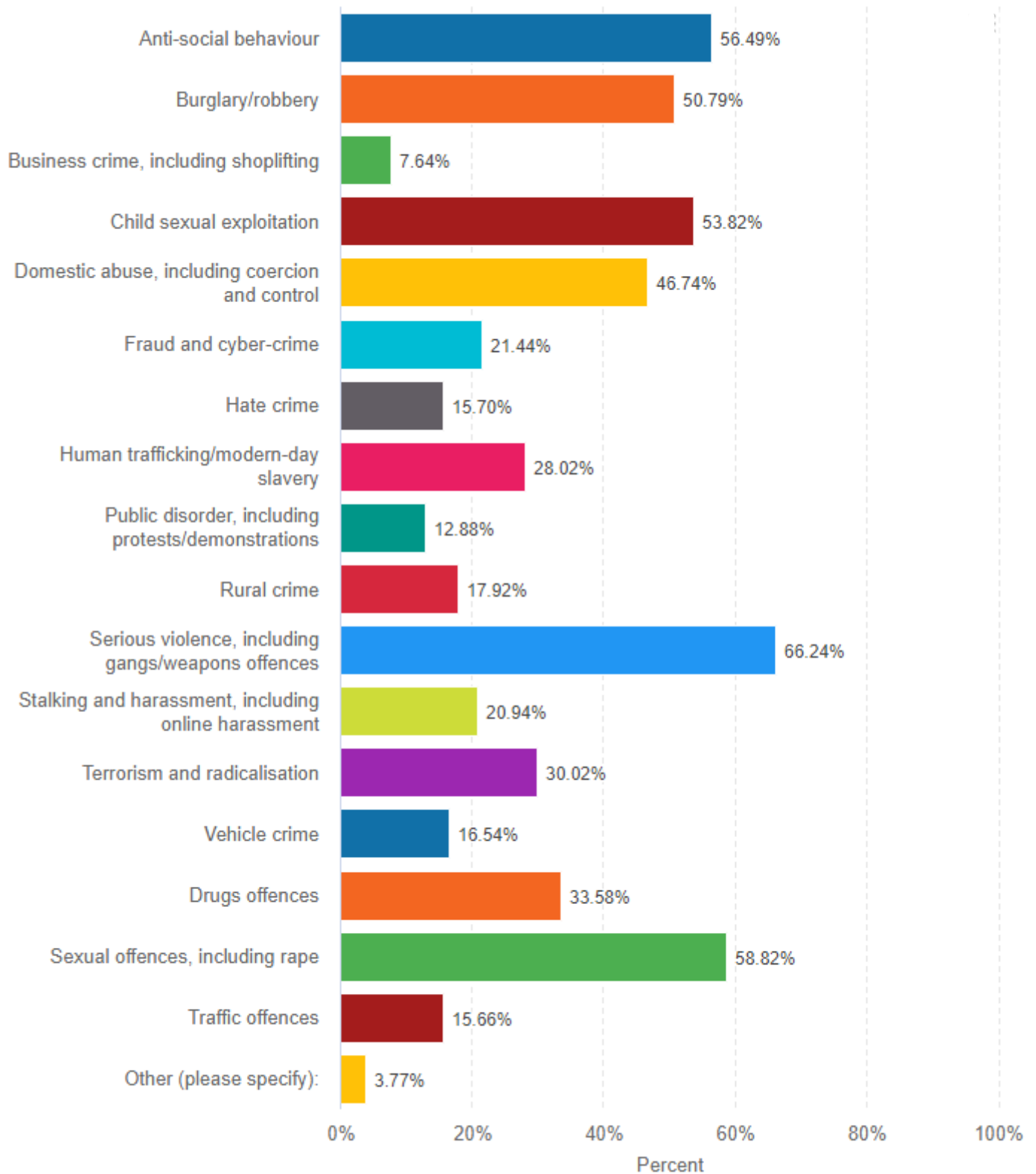
Over 52% of respondents who completed this question stated they would be prepared to pay more council tax to support policing. A further question was asked how much more they would be willing to pay.

### 16. If so, by how much (per year)?



Almost half of those who stated they would be prepared to pay more were suggesting they would pay £15 a year extra for policing. This is almost equal to the combined scores of both £5 and £10, so is the most popular answer.

**17. Which of the following issues do you feel are the most important? Choose a maximum of six**



- 1) Serious violence, including gangs/weapons offences
- 2) Sexual offences, including rape
- 3) Antisocial behaviour
- 4) Child sexual exploitation
- 5) Burglary/Robbery

The top 5 responses received over 50% of votes. When comparing these results to the previous annual policing survey, it paints a similar picture, however sexual offences and domestic abuse has risen higher up the priority list.

When looking closer at the difference in responses between the public and police, there were some differences:

### **Police**

- 1) Serious violence, including gangs/weapons offences
- 2) Sexual offences, including rape
- 3) Child sexual exploitation
- 4) Domestic Abuse**
- 5) Burglary/Robbery

### **Public**

- 1) Serious violence, including gangs/weapons offences
- 2) Antisocial behaviour**
- 3) Sexual offences, including rape
- 4) Child sexual exploitation
- 5) Burglary/Robbery

Domestic abuse was seen as a higher priority for police officers/staff, whereas the public saw antisocial behaviour as their top 5 choice. The other 4 crimes in each top 5 remained the same although they were ranked differently.

### **Conclusion**

The respondents who completed this survey have made it clear that the new Chief Constable must show effective communication' in his new role, above everything else.

They also perceive four priorities as being the most important: Response (attending emergencies), Neighbourhood policing, Welfare of officers and staff, and Crime investigation. When it comes to specific crimes, Violence against women and girls, Antisocial behaviour, and Gangs and county lines were the top priorities the respondents feel the Chief Constable should focus on.

Most respondents agreed with the Police and Crime Commissioner's priorities for Kent Police to focus on. 'Preventing crime and antisocial behaviour' and 'Be visible and responsive to the needs of communities' were the outright popular answers.

Overall, those who completed this survey felt safer where they live than previous respondents. However, overall, they feel less safe on the roads.

Most respondents had not been a victim of crime in the last year but those who had been a victim were dissatisfied with the service they received from Kent Police. This sentiment was down to various reasons but mainly because they couldn't get through on the phone, were waiting for updates on the case or the crime outcome ended with 'no further action'.

All methods of reporting were used to report crime – with 101 and online reporting being the most used.

The feedback on victim services was mildly better than Kent Police with an overall 'neutral' view rather than that of 'dissatisfaction'. Only a third of victims stated they were referred to any form of support.

Over half of respondents would be willing to pay more council tax (with half of these respondents stating that they would pay £15 more a year).














Lastly, four crime types mattered most to respondents:

Serious violence, including gangs/weapons offences, Sexual offences, including rape, Child sexual exploitation, and Burglary/Robbery.








Thank you to everyone for taking the time to complete this survey. The feedback will assist the Police and Crime Commissioner in holding the new Chief Constable to account with regards to Kent Police's performance and the priorities the force focuses on.

## Appendices

### District

Ashford		9.23%	250
Dartford		4.58%	124
Gravesham		4.43%	120
Swale		9.08%	246
Medway		11.96%	324
Dover		8.67%	235
Folkestone and Hythe		6.42%	174
Canterbury		8.41%	228
Tonbridge and Malling		8.89%	241
Tunbridge Wells		5.20%	141
Sevenoaks		4.54%	123
Maidstone		12.47%	338
Thanet		6.13%	166

### Age

17 or younger		4.98%	138
18-20		1.12%	31
21-29		7.30%	202
30-39		14.99%	415
40-49		19.47%	539
50-59		20.37%	564
60-69		15.60%	432
70-79		12.96%	359
80-89		3.03%	84
90 or older		0.18%	5



## Sex

1178 respondents stated they are female.

1067 respondents stated they are male.

83 respondents stated they are heterosexual/straight.

2 respondents stated they are gay.

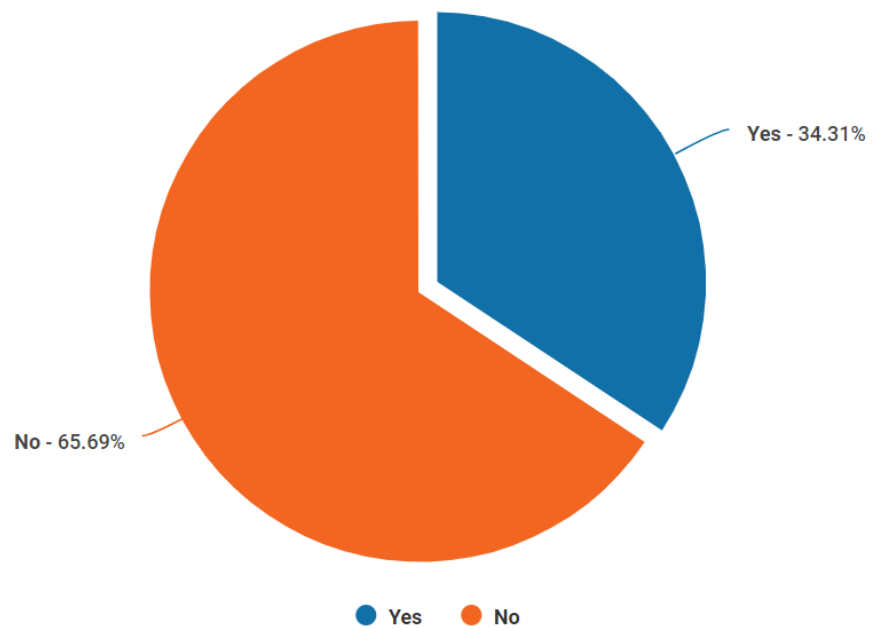
1 respondent stated they are non-binary.

2 respondents stated they were bi-sexual.

## Ethnicity

White British	89.04%	2,397
White Gypsy or Irish Traveller	0.07%	2
Any other White background	3.42%	92
White and Black Caribbean	0.19%	5
White and Black African	0.15%	4
White and Asian	0.93%	25
Any other Mixed or Multiple ethnic background	0.85%	23
Asian or Asian British	0.67%	18
Indian	0.52%	14
Pakistani	0.07%	2
Chinese	0.19%	5
Any other Asian background	0.07%	2
Black, African, Caribbean or Black British	0.67%	18
African	0.07%	2
Caribbean	0.07%	2
Any other Black, African or Caribbean background	0.00%	0
Arab	0.00%	0
Any other ethnic group	0.30%	8
Prefer not to disclose my ethnicity	2.45%	66

Are you a Kent Police Officer, member of staff or volunteer?



577 people signed up to join our Newsletter mailing list.