



# Police and Crime Plan consultation

October – December 2016

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# Introduction

Under the terms of the Police Reform and Social Responsibility Act 2011, Police and Crime Commissioners (PCCs) must set the police and crime objectives for their area through a Police and Crime Plan.

When writing their plans all PCCs have a duty to consult with victims and the wider community they serve, although what form(s) that consultation exercise takes is at the discretion of individual PCCs.

When Matthew Scott was elected Kent PCC in May 2016 he inherited an existing Police and Crime Plan which ran until 31 March 2017. That plan was refreshed in summer 2016 to incorporate the core priorities on which Mr Scott was elected – his Six Point Plan.

However, Mr Scott wrote in his introduction to that document in September 2016: “Having served as Commissioner for a number of months and conducted broad public and partner consultation later this year, I will be publishing a brand new plan on the 1 April 2017.”

To honour that pledge, and in recognising that the 1.8 million people living in Kent and Medway come from a diverse diaspora of urban, rural and coastal communities, the PCC and his senior management team set about formulating a multi-channel consultation exercise in autumn 2016.

Launched on October 10, the chief objective of that consultation was to reach out to and hear from as many of Kent’s communities as possible. The OPCC has then borne their views in mind, along with the representations of other key stakeholders, when setting out Kent’s policing priorities until 2021.

## Methodology

The PCC’s autumn 2016 consultation was launched on World Mental Health Day (October 10), in honour of the fact that mental health was one of the top priorities in the PCC’s Six Point Plan and the refreshed Police and Crime Plan, published in September.

Various methods of engagement were entered into, to reach out to as many of Kent and Medway’s diverse communities as possible. Consideration was given to utilising a variety of methods to enable individuals and groups to choose to communicate with the PCC by whatever means of communication was most convenient and accessible to them.

A **Safer in Kent survey** was compiled and made available, online and in a hard copy form, on the launch date of the consultation. The OPCC determined that the reliability of the data collected would be directly proportionate to the number of people completing the survey, especially if the demographics of those participating mirrored the demographics of the whole of Kent and Medway. Drawing on past experience, it was anticipated that residents would be more likely to complete the survey if the number of questions was kept to a minimum and if they could easily understand what they were being asked. To that effect, only three mandatory questions were given and plain English was used where possible.

Critically, the questions focused on Kent Police’s strategic priorities – those which the PCC has the power to set out. Free text fields were avoided to prevent the public from suggesting changes to operational policing or the deployment of resources which are the remit of the Chief Constable.

Question one asked for people’s views on the importance of the six priorities listed in the existing Police and Crime Plan.

Question two invited respondents to select up to eight areas of police business which are important to them. The survey made it clear that Kent Police would continue to deal with all 28 areas of police business listed, but the PCC was interested to see how the public’s concerns around traditional neighbourhood policing concerns (eg. anti-social behaviour / road traffic offences) compared alongside emerging threats (eg. child sexual exploitation / fraud and cyber-crime). Potentially, the feedback received could help the PCC determine how he commissions victims’ services in future.

Question three enabled the public and partners to rate eight schemes or innovations which could be adopted or expanded within Kent. The PCC had first discussed each of these ideas with senior officers at Kent Police to be assured they were feasible, ensuring so any feedback received would be more valuable than if public and partners were invited to suggest their own schemes or innovations which the Chief Constable may not be in a position to adopt.

Questions four to 12 asked non-mandatory questions about the person completing the survey. The survey was anonymous to encourage people to share their honestly-held views, but question four enabled representatives of organisations to notify the OPCC that they had sent a response.

Any data collected from questions five to 12 would allow the OPCC to compare the demographics of those responding with the demographics of the whole of Kent and Medway (see page 10).

A copy of the Safer in Kent survey is included as an appendix to this report, starting on page 13.

A **press release** was posted on the OPCC website and issued to local media contacts to launch the survey, and on the morning the survey launched, the PCC gave a live interview with **BBC Radio Kent**.

A link to the survey was placed prominently on the homepage of the **OPCC website** and regularly posted on the OPCC's official **Twitter** feed which boasts more than 10,400 followers.

Copies of the survey were sent by e-mail to more than 5,000 OPCC **e-newsletter** subscribers and to Police and Crime Panel members and Kent's MPs. Leaders of influential organisations such as the Crime Rural Advisory Group (CRAG) were also encouraged to disseminate the survey to their members to ensure a broad range of responses.

Details about the survey were also added as a footnote to all **outgoing OPCC e-mails** to encourage partners and members of the public with whom the OPCC has existing contact to participate.

The OPCC is grateful to all the **partner agencies** which assisted in promoting the survey via their own social media channels and/or on their public-facing websites. These partner agencies included:

- Age UK Maidstone
- Citizens Advice Medway
- Country Land and Business Association
- East Kent College
- Eynsford Parish Council
- Family Matters
- Federation of Small Businesses
- Hartsdown Academy
- Healthwatch Medway
- Independent Custody Visiting Association
- Institute of Directors (Kent)
- Kent County Council
- Kent Police
- Kent Police Federation
- Kennington Community Forum
- Living in Ashford community forum
- Love Margate
- METRO
- Ramsgate Town Council
- Sevenoaks District Council
- Sittingbourne FM
- Victim Support
- Women Work (Tunbridge Wells)

Recognising that communities may want to raise issues not included within the survey, the PCC made himself available to speak face-to-face with members of the public about their own local policing concerns at high-footfall **street stall** locations across Kent and Medway, including:

- Royal Victoria Place shopping centre, Tunbridge Wells
- Fremlin Walk shopping centre, Maidstone
- Bluewater shopping centre, Greenhithe
- McArthurGlen Designer Outlet, Ashford
- Morrisons, Dover
- Dockside Outlet Shopping Centre, Chatham

- Tesco superstore, Sheerness
- Westwood Cross shopping centre, Broadstairs
- Market Place, Faversham

Members of the public and partners were welcome to contact the OPCC **by phone, post or e-mail** to suggest any additional policing priorities or give any further comments they might have. More than 70 relevant representations were logged from these channels. Most were comments from individual residents but some were from representatives from groups such as:

- Bean Residents' Association
- Countryside Alliance
- Kent County Council
- ManKind
- Safe Line
- Sevenoaks District Council
- Tobacco Manufacturers' Association
- Transport Focus
- Westerham Town Council

The PCC engaged directly with **partner agencies and other elected officials** at private briefings and public meetings including, but not limited to:

- Action Fraud
- Citizen's Advice Medway
- East Kent Federation of NHS Clinical Commissioning Groups
- Folkestone Mental Health Festival
- Gillingham Rotary Club
- Kent's MPs
- Kent Association of Local Councils
- Kent and Medway Police and Crime Panel
- Kent and Medway Community Safety Conference
- Kent and Medway NHS Partnership Trust
- Kent Speedwatch
- National Association of Retired Police Officers
- NHS Medway Clinical Commissioning Group
- NHS West Kent Clinical Commissioning Group
- Prison Officers' Association
- Rubicon Cares
- Tenterden Town Council
- West Kent Chamber of Commerce

The PCC has discussed his Police and Crime Plan with senior officers including the Chief Constable and, valuing the feedback of all Kent Police officers and staff, a message from the PCC was also posted on the Kent Police **intranet** pages.

He made himself available to speak directly with officers, staff and trainees at police stations across Kent and Medway; including explaining to 100 newly recruited police officers and PCSOs at the Kent Police College the importance of participating in the consultation.

He also met with representatives of the Kent Police Federation and UNISON and made contact with staff associations such as Kent Network of Women and Kent Minority Ethnic Police Association.

# Engaging with harder to reach communities

As already stated, the PCC was keen to reach out to as many of Kent and Medway's diverse communities as possible - including **young people, the business community, residents of rural areas and black and ethnic minority groups**. To that end, the PCC and his senior management team proactively encouraged various groups to offer their views including, but not limited to:

- Business Crime Advisory Group
- Canterbury Christ Church University
- Federation of Small Businesses
- Historic England
- Kent Equality Cohesion Council
- Kent Minority Ethnic Police Association
- Medway Youth Parliament
- Orchards Academy, Swanley
- Porchlight
- Show Racism the Red Card
- Tobacco Retailers' Association (Ramsgate)

The PCC also hosted a special **Youth Forum** evening event for young people aged up to 21, on Monday 5 December. Invites were sent to representatives of the Kent Youth County Council, Medway Youth Parliament, Kent Volunteer Police Cadets, Army Cadets, St John Ambulance, CXK, Young Lives Foundation, The Princes Trust, Fixers, the University of Kent and Canterbury Christ Church University.

Around 35 young people attended, completing the survey and engaging in a discussion around the answers they had provided (see page 10).

# Survey responses

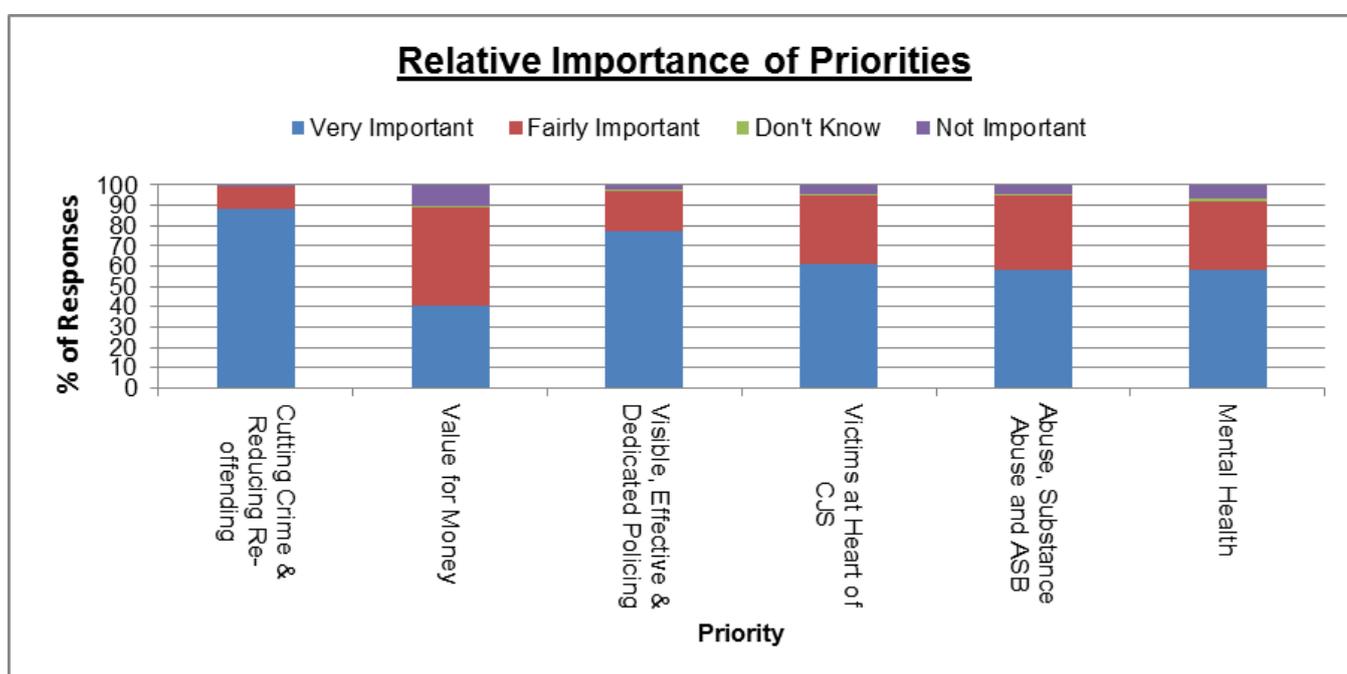
A total of 1,690 individuals and organisations completed the Safer in Kent: Autumn 2016 survey, a figure which is considered more than adequate by the Association of Police and Crime Commissioners to constitute meaningful consultation.

Eighty of the responses came from organisations including borough/district and parish/town councils, residents' associations, clinical commissioning groups, the Federation of Small Businesses, schools, the Medway Youth Parliament, charities and commissioned victims' services such as the East Kent Rape Crisis Centre, Rubicon Cares and Swale Action to End Domestic Abuse (SATEDA).

The raw data has been made publicly available on the OPCC website, within a Microsoft Excel spreadsheet. To protect the anonymity of individual organisations' feedback, the names of each organisation have been replaced with a description of the type of organisation which responded.

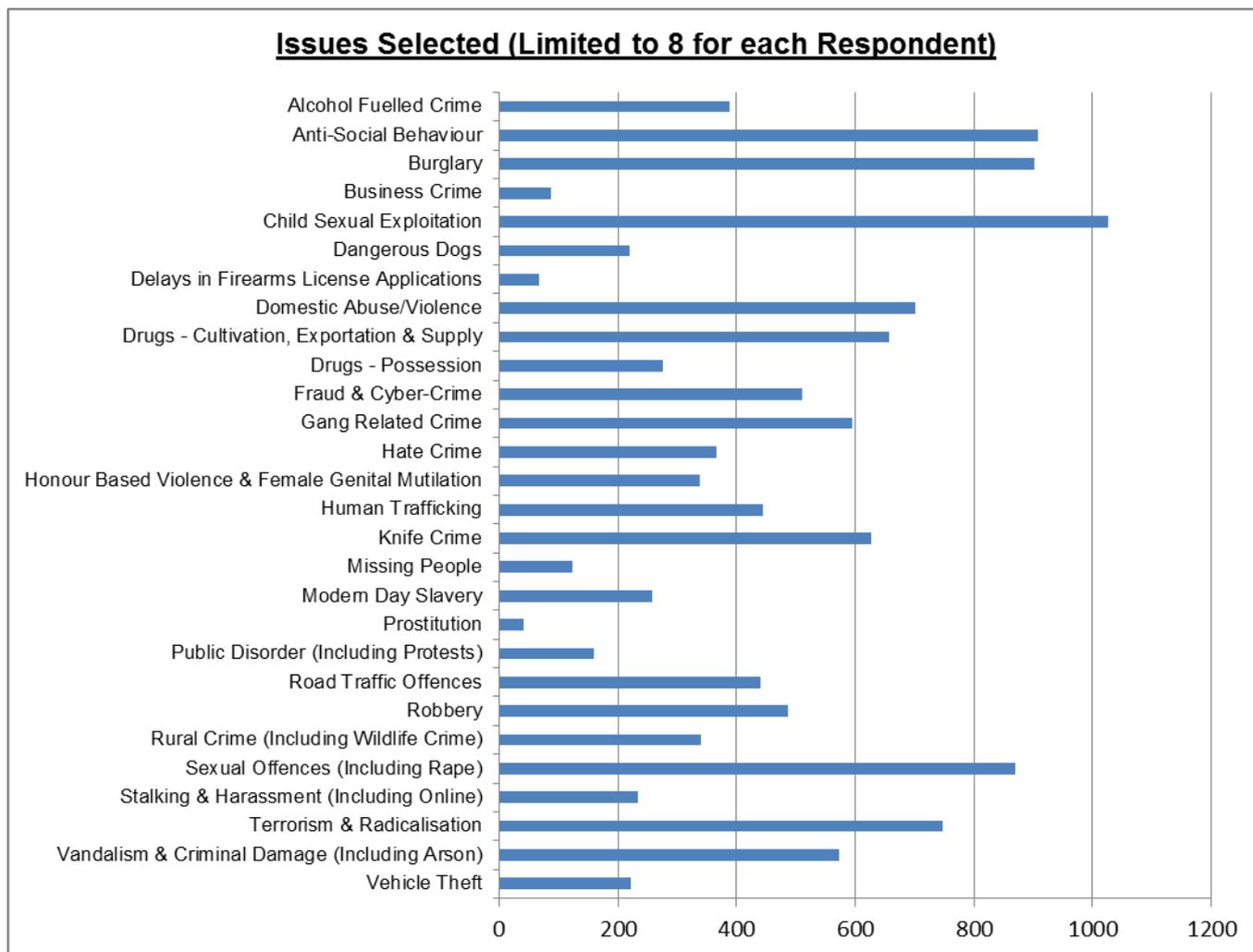
The PCC invites members of the public and partners to review the spreadsheet and draw their own conclusions, but the following represents a summary of the data.

The responses received for question one were as follows:



All six of the priorities in the existing Police and Crime Plan were 'very important' or 'fairly important' to the overwhelming majority of people who completed the survey, which illustrates the public strongly supports all of them being included in the PCC's plan. Cutting crime and reducing reoffending was very important to the largest number of people (88.3%) while Delivering value for money was the priority very important to the fewest people (40.9%).

The responses received for question two were as follows:



Each of the 1,690 people who completed the survey was able to select up to eight issues, out of a list of 28, which mattered most to them. Some people chose to select fewer than eight – resulting in 12,613 issues selected out of a maximum of 13,520 (an average of 7.5 per person).

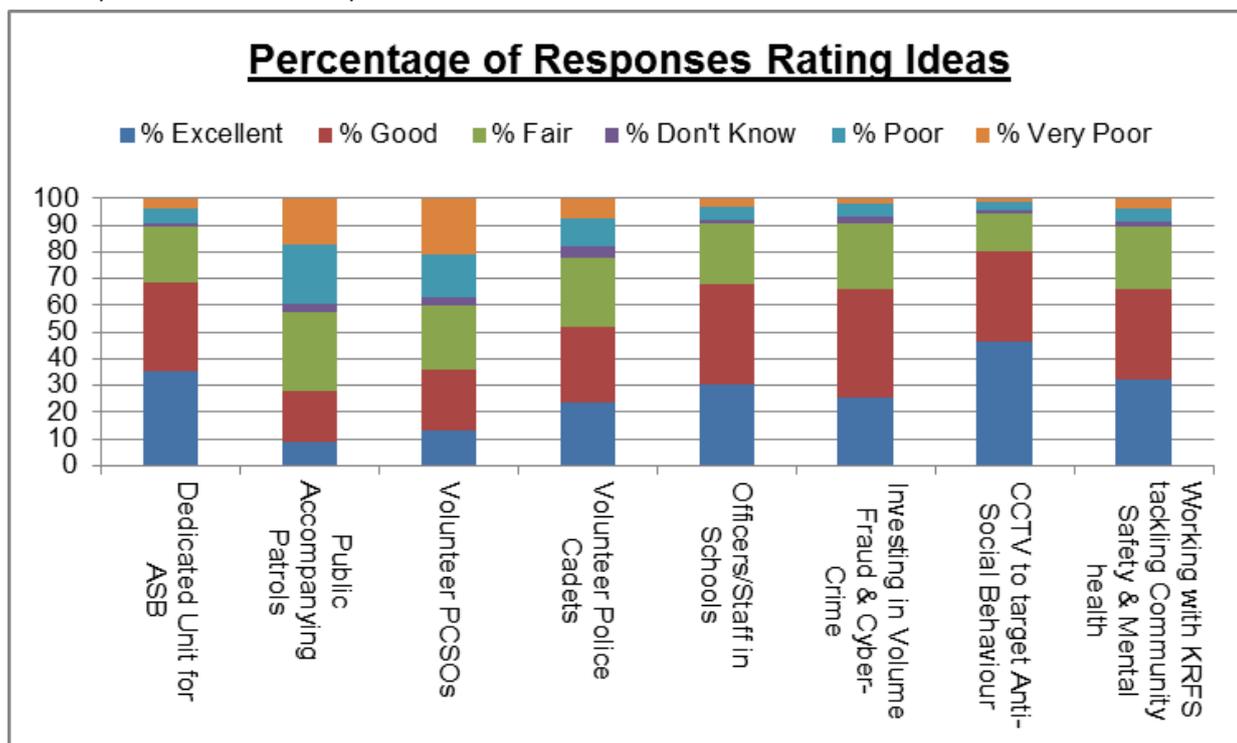
More than 60% of the 1,690 people who completed the survey selected child sexual exploitation as an issue which mattered most to them (1,027 people selected this issue). This made child sexual exploitation the number one concern for people across Kent and Medway.

The next seven top issues were:

- Anti-social behaviour (selected by 54% of respondents)
- Burglary (53%)
- Sexual offences including rape (51%)
- Terrorism and radicalisation (44%)
- Domestic abuse/violence (41%)
- Drugs cultivation, exportation and supply (39%)
- Knife crime (37%)

This 'top eight' indicates that the people of Kent and Medway are not only concerned about traditional neighbourhood policing concerns like anti-social behaviour and burglary, but that they are also concerned about emerging threats to public safety like child sexual exploitation and knife crime; and that they recognise the important role Kent Police has in tackling national and international threats such as terrorism and the supply of drugs.

The responses received for question three were as follows:



The views of the public and partners with on the eight ideas the PCC put forward were mixed, but broadly positive. No single idea was rated 'excellent' by more than 50% of the respondents to the survey, but all of the eight ideas were rated 'excellent', 'good' or 'fair' by at least 50% of respondents.

The idea receiving the most support was Using CCTV more flexibly to target anti-social behaviour (46% rated it an 'excellent' idea; 80% rated it 'excellent' or 'good'). This correlates with the feedback from questions one and two of the survey which showed popular support for tackling anti-social behaviour.

The idea receiving the least support was Facilitating a scheme for members of the public to watch officers on patrol, and then feedback what they saw in their local area to their communities (39% of people rated it a 'poor' or 'very poor' idea; 28% rated it 'excellent' or 'good'). Members of the Police and Crime Panel told the PCC they had trust in Kent Police and did not see the need for time or money to be used to observe the force in this way, but conversely young people attending the PCC's Youth Forum were supportive of the idea (7% of attendees rated it a 'poor' or 'very poor' idea; 62% rated it 'excellent' or 'good').

## Additional feedback

The issues most often raised at face-to-face street stalls and by those who contacted the OPCC by phone, post or e-mail to suggest any additional policing priorities or give any further comments included:

- Anti-social behaviour.
- Begging and vagrancy.
- Business crime.
- Child sexual abuse and safeguarding vulnerable people.
- Delays in processing firearms licenses.
- Domestic Homicide Reviews.
- Drug dealing.
- Engagement with Kent Police, including via 101.
- Hate crime.
- Online harassment / bullying.
- Partnership working.
- Road traffic offences.

- Wildlife crime.

The most common views expressed by young people attending the PCC’s Youth Forum event on December 5 included:

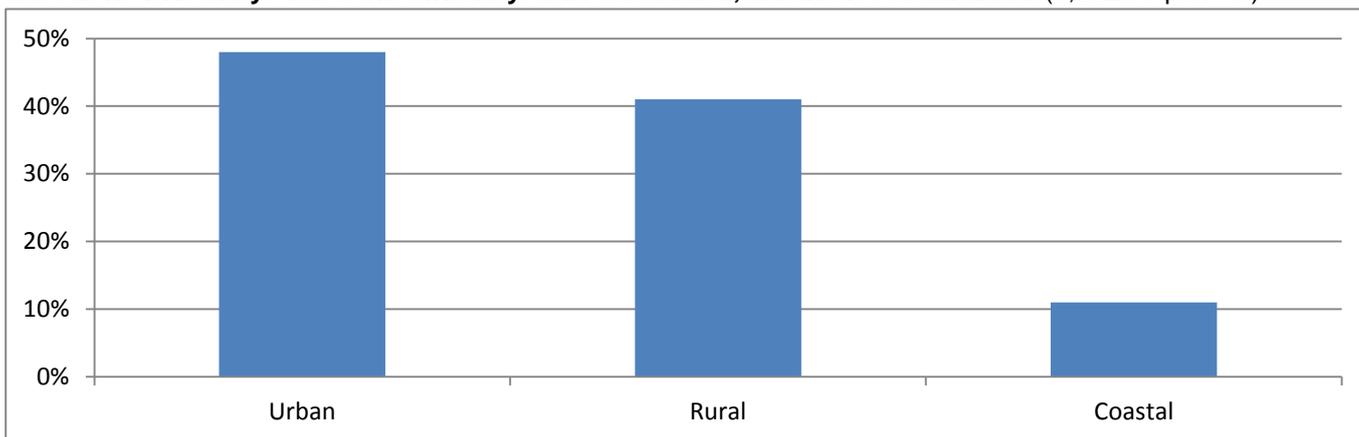
- Kent Police should engage more with schools – potentially working closer with Kent Fire and Rescue Service and local authorities to deliver safety advice.
- A public ride-along scheme would be beneficial to showcase what Kent Police does.
- More should be done to encourage members of the BME and LGBT communities to join Kent Police.
- The Volunteer Police Cadets Scheme should be expanded countywide – with Cadets becoming ambassadors for the force.
- Work experience opportunities should be made available for young people.
- Kent Police should continue to treat possession of cannabis as a serious criminal offence.

## Demographics of respondents

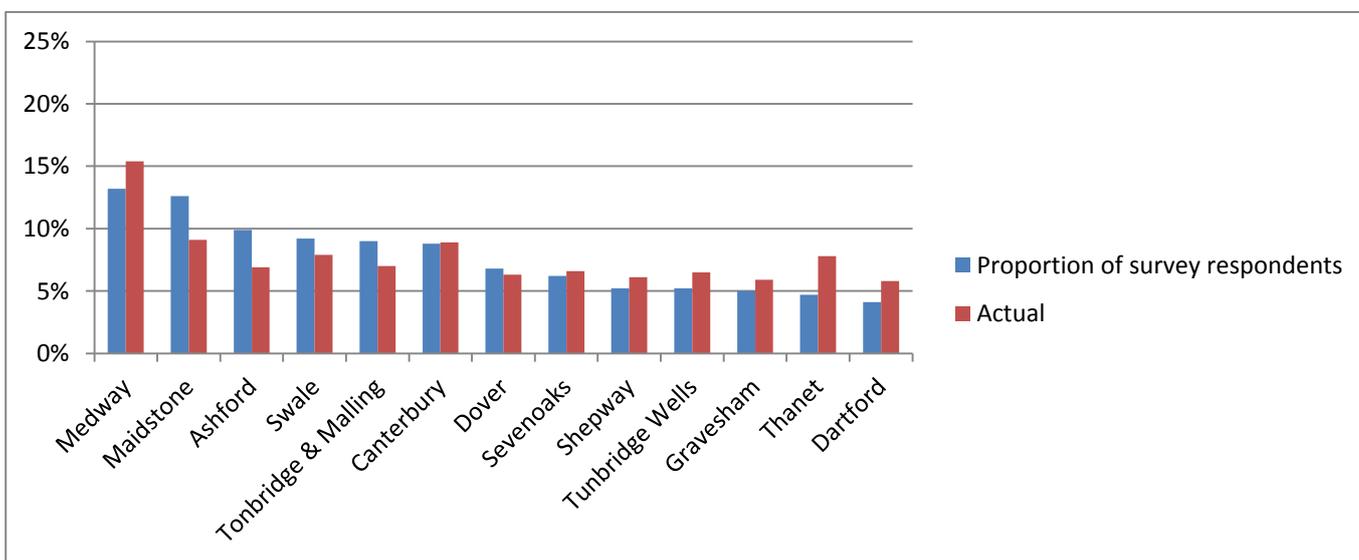
The following charts show the demographics of those who responded to the survey, based on the responses given to optional questions five to 12. Because these questions were optional, the sample sizes vary.

Where possible, the survey data (in blue) is shown alongside the actual demographics of the whole of Kent and Medway (in red) as recorded in the 2011 census (Source: <http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent>)

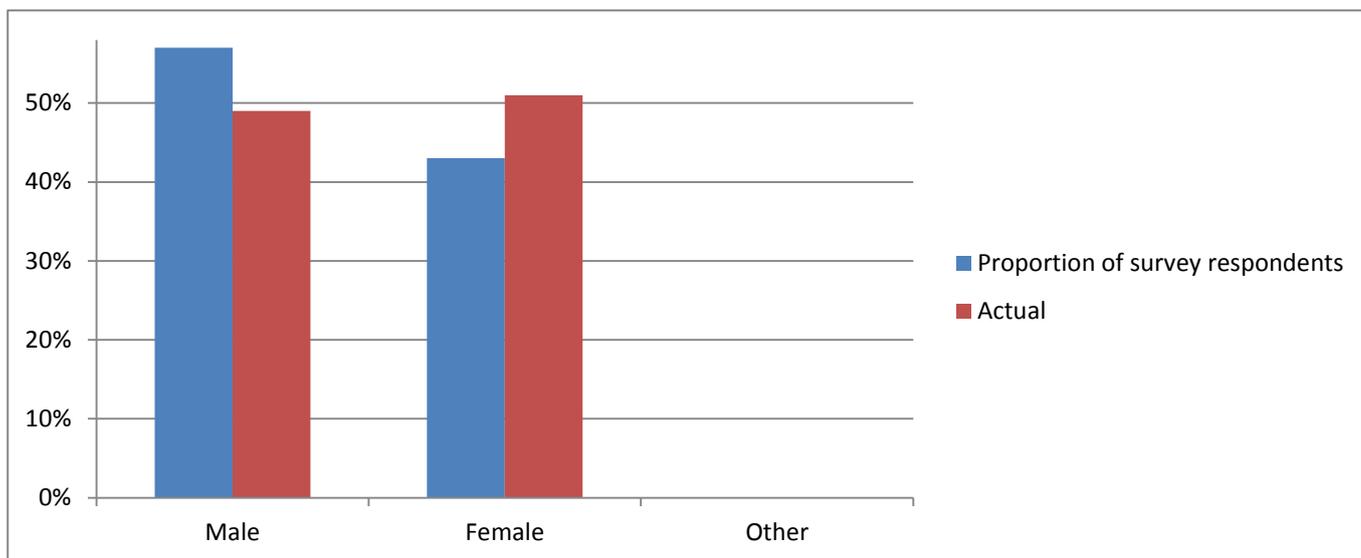
**Question 5: Would you describe where you live as a rural, urban or coastal area? (1,662 responses)**



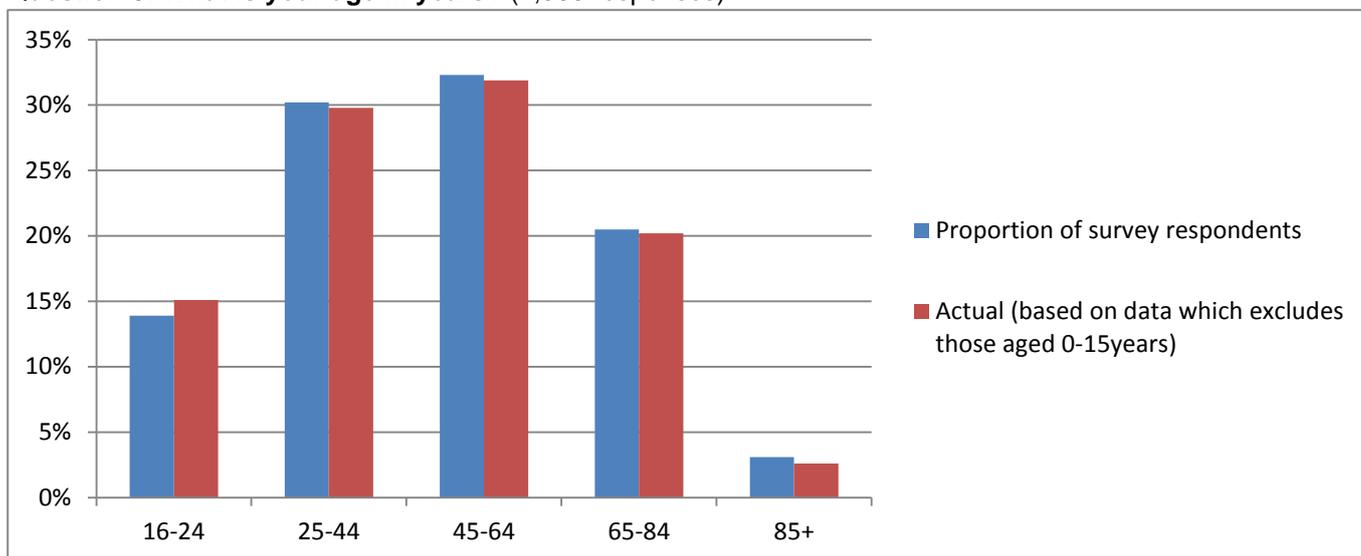
**Question 6: Which district do you live in? (1,650 responses)**



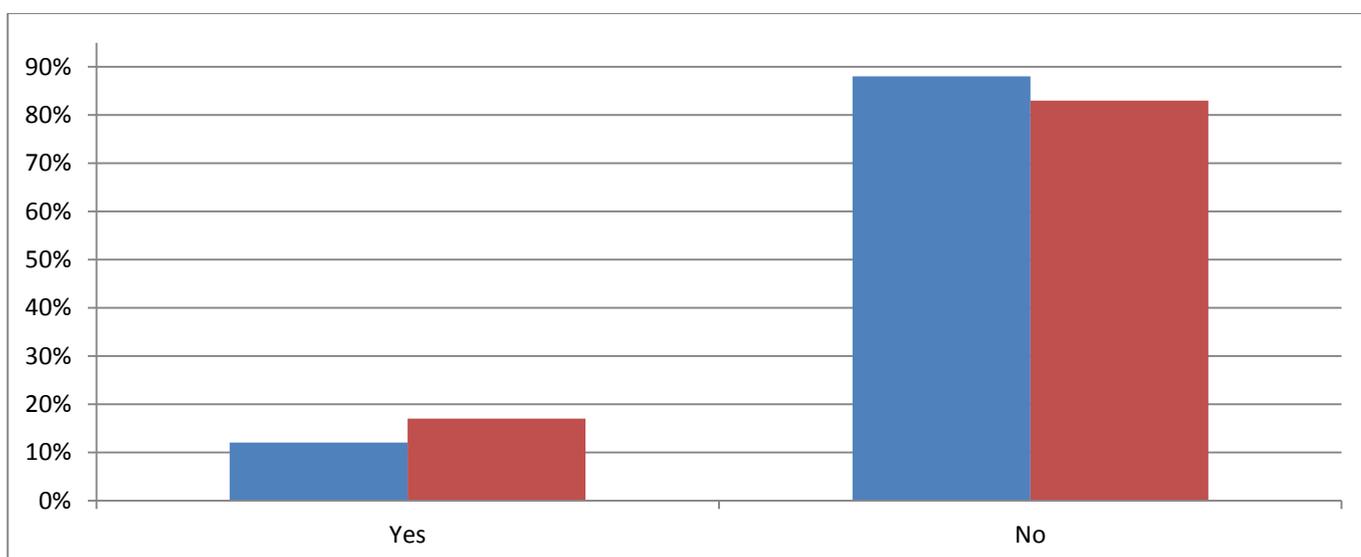
**Question 7: How do you define your gender? (1,609 responses)**



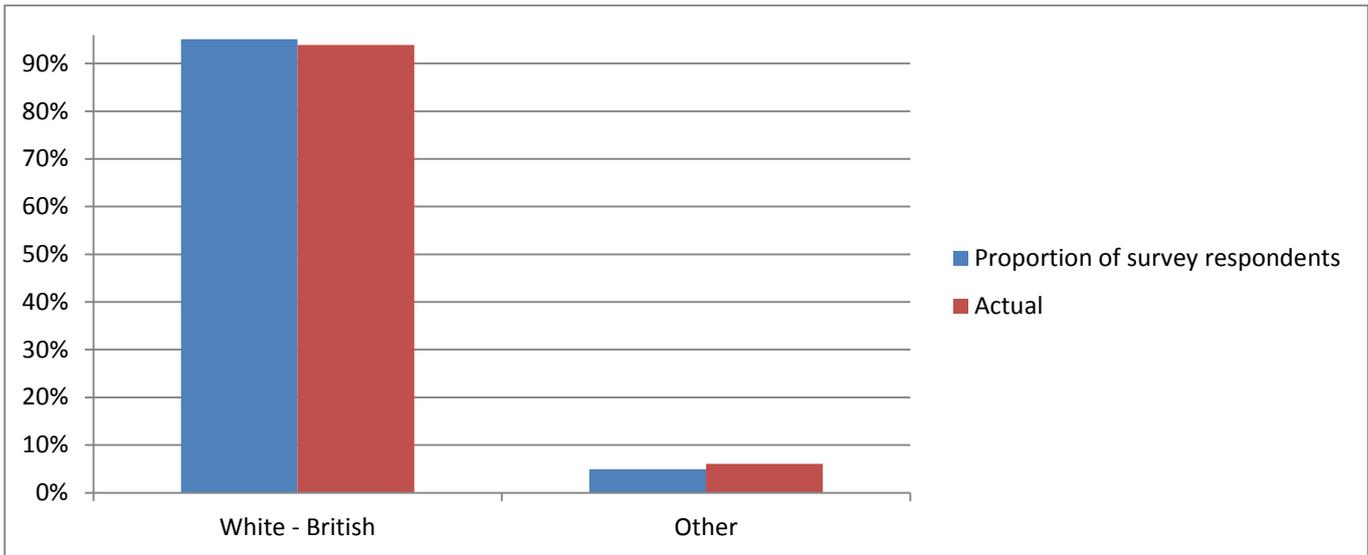
**Question 8: What is your age in years? (1,588 responses)**



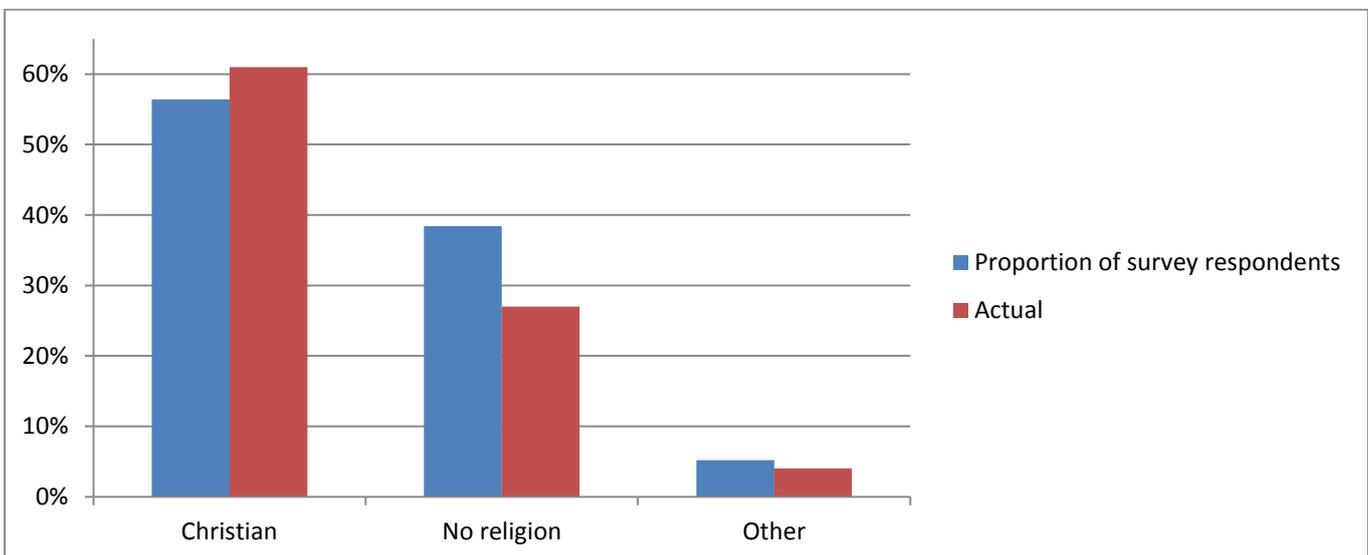
**Question 9: Do you consider yourself to have a disability? (1,592 responses)**



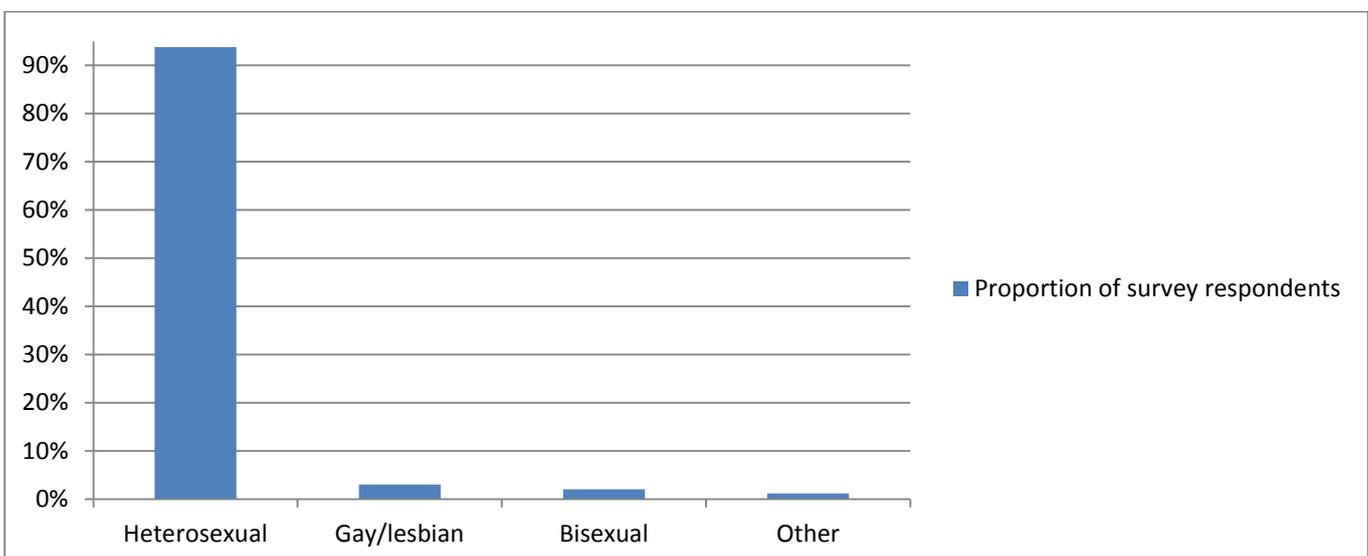
**Question 10: How do you define your ethnicity? (1,543 responses)**



**Question 11: What is your religion or belief? (1,452 responses)**



**Question 12: What is your sexual orientation? (1,405 responses)**



# Appendix: Autumn 2016 survey



## **Policing in Kent 2017-2021: Autumn 2016 survey**

As Kent's Police and Crime Commissioner I must produce a Police and Crime Plan setting out the strategic priorities for Kent Police. The existing plan ends on 31 March 2017, to be replaced with a new plan for 2017 – 2021.

When writing a new plan I have a duty to consult with victims and the wider community, so I want to know what matters most to you. Please take the time to fill out this short survey and encourage your friends, family and colleagues to fill one in as well. You do not need to provide your name or contact details.

This survey can also be completed online at [www.kent-pcc.gov.uk/take-part](http://www.kent-pcc.gov.uk/take-part)

The deadline for completing this survey is 2 December 2016, after which a summary of views and how they have been incorporated into the plan will be published on my website.

This short survey is only the first stage of a consultation process about Policing in Kent which will continue throughout my term as your Police and Crime Commissioner. I will be attending regular meetings with partners to seek their views on policing and the criminal justice system in Kent and members of the public are welcome to contact my office about any policing issue which matters to them.

Please remember that the Police and Crime Plan only sets the strategic priorities for Kent Police - it cannot amend or change the way officers are deployed or the way operational decisions are made. These are matters for the Chief Constable to determine. My job is to hold the Chief Constable to account for the delivery of the plan and its strategic objectives on your behalf.

Thank you.

**Matthew Scott**

Kent Police and Crime Commissioner

1. Tick a box for each of these six priorities in Kent, to show how important each one is to you.

	Very important	Fairly important	Not important	Don't know
Cutting crime and reducing re-offending				
Ensuring Kent Police delivers value for money				
Providing visible, effective and dedicated policing				
Putting victims at the heart of the criminal justice system				
Tackling the misery caused by abuse, substance misuse and anti-social behaviour				
Revolutionising the way the police interacts with people with mental health issues, ensuring they receive the most appropriate care while freeing up police time to deal with the priorities above				

2. These are just some of the issues that Kent Police will continue to tackle on a daily basis. However, I am interested to know which ones matter most to you. **Select a maximum of 8 options.**

Alcohol-fuelled crime	
Anti-social behaviour	
Burglary	
Business crime (including shoplifting)	
Child sexual exploitation	
Dangerous dogs	
Delays in firearms licence applications	
Domestic abuse (including coercion and control)	
Drugs cultivation, importation and/or dealing	
Drugs possession	
Fraud and cyber-crime (including identity fraud)	
Gang-related crime	
Hate crime	
'Honour-based' violence and Female Genital Mutilation	

Human trafficking	
Knife crime	
Missing people	
Modern day slavery	
Prostitution	
Public disorder (including at protests or demonstrations)	
Road traffic offences	
Robbery	
Rural crime (including wildlife crime)	
Sexual offences (including rape)	
Stalking and harassment (including online harassment)	
Terrorism and radicalisation	
Vandalism and criminal damage (including arson)	
Vehicle theft	

3. What do you think of each of the following ideas, which could be explored or expanded further in Kent?

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>
Establishing a dedicated unit to advise and assist residents wishing to report anti-social behaviour issues						
Facilitating a scheme for members of the public to watch officers on patrol, and then feedback what they saw in their local area to their communities						
Introducing Volunteer PCSOs						
Making the new Volunteer Police Cadets scheme, for 13-18 year olds, available countywide						
Sending more police officers/staff into schools to deliver lessons in personal and online safety						
Investing more in tackling volume fraud and cyber-crime						
Using CCTV more flexibly to target anti-social behaviour						
Working closer with Kent Fire and Rescue Service to address community safety and mental health issues						

Finally, some questions about you. **These are optional**, but any details provided will help us understand whether certain priorities are popular among particular groups or communities.

4. Are you completing this form as an individual, or on behalf of an organisation such as a charity or local authority?

Individual	
Organisation (please state which organisation below)	
No answer	

5. Would you describe where you live as a rural, urban or coastal area?

Rural	
Urban	
Coastal	
No answer	

6. Which district do you live in?

Ashford	
Canterbury	
Dartford	
Dover	
Gravesham	
Maidstone	
Medway	
Sevenoaks	
Shepway (Folkestone)	
Swale	
Thanet	
Tonbridge and Malling	
Tunbridge Wells	
<b>No answer</b>	

7. How do you define your gender?

Female	
Male	
Other	
<b>No answer</b>	

8. What is your age in years?

16 - 24	
25 - 44	
45 - 64	
65 - 84	
85+	
<b>No answer</b>	

9. Do you consider yourself to have a disability?

Yes	
No	
<b>No answer</b>	

10. How do you define your ethnicity?

White - British	
White - Irish	
Any other White background	
White and Black Caribbean	
White and Black African	
White and Asian	
Any other Mixed background	
Asian - Indian	
Asian - Pakistani	
Asian - Bangladeshi	
Any other Asian background	
Black - Caribbean	
Black African	
Any other Black background	
Chinese	
Other	
<b>No answer</b>	

11. What is your religion or belief?

No religion or belief / Atheist	
Buddhist	
Christian	
Hindu	
Jewish	
Muslim	
Sikh	
Any other religion	
<b>No answer</b>	

12. What is your sexual orientation?

Bisexual	
Gay/lesbian	
Heterosexual	
Other	
<b>No answer</b>	

***Thank you for taking part in the Policing in Kent 2017 – 2021: Autumn 2016 survey.***

***Please return this form either by hand, or by post to the address below by 2 December 2016.***

***Due to the number of anticipated responses, the Commissioner is unable to reply to each one personally. If you have any further questions or you require a response to a particular question, please email [contactyourpcc@pcc.kent.pnn.police.uk](mailto:contactyourpcc@pcc.kent.pnn.police.uk)***