

Report to the Commissioner's Performance and Delivery Board

Date: 7 June 2017

Title: Performance

From: Chief Constable



DOMESTIC ABUSE

1. There has been an improvement to the response and investigation of DA (Domestic Abuse) since the previous board. The arrest and charge rate continue to improve and sit at 64% and 15% respectively. The amount of DVPO (Domestic Violence Protection Orders) applications have increased, the majority of which are granted. The National File Standard for DA cases continues to be of good quality.
2. The second 12-week DA Perpetrator Programme which is delivered by the Kent County Council Community Rehabilitation Company commenced on 25 February 2017 and is due to conclude on 27 May 2017. There are now four regular attendees, three of whom were self-referred. From the initial autumn programme there were seven successful completions and positive evaluations.
3. In February 2017 a CPD (Continued Professional Development) event was held to coincide with Valentine Day spikes in DA and to share learning on Coercion and Control and available support services for DA victims. Training has also commenced for staff regarding TecSOS phones (a purpose built mobile phone that can only dial 999 and is issued to high-risk DA victims, the telephone numbers enable call takers to rapidly identify a caller).
4. In April 2017 the first phase of Operation Encompass within areas of East Kent was launched, which ensures schools and nurseries are made aware of any DA incident within the child's household. In May 2017 this will be rolled out further across East Kent and by the end of 2017 will be in place across Kent and Medway.
5. ACC Blaker and the PCC have both become White Ribbon Ambassadors. The White Ribbon Campaign is the largest global effort of men working together to end male violence against women. This aims to educate and raise awareness of violence against women, and to engage men in these issues. A launch date will be announced over the next few weeks. Kent Fire and Rescue Service are also set to become White Ribbon Organisations and will be involved in the launch.
6. Future activity includes a workshop to align MARAC (Multi-Agency Risk Assessment Conference) meetings to the DA Commissioned services and a review of the closure of the Special Domestic Violence Court in Medway. In addition, an analysis of a DA satisfaction survey by health partners will take place to enable greater understanding of why victims decline to support a prosecution.

ARMED POLICING UPDATE

7. Kent Police are delivering the increased service level agreement in relation to the number of ARVs (Armed Response Vehicles) on duty to meet Home Office requirements within the timeline agreed. A number of these vehicles are dedicated to overt armed patrolling which now includes foot patrol at Ashford Retail Outlet and mobile and vehicle patrolling following agreement at other sites identified as part of Operation Quantity (the police response to current threat levels in the UK). These form part of the force capability and can be utilised in any armed policing function.
8. The force currently has 81 of the agreed 100 Armed Firearm Officers (AFOs) required. Due to the commitment made to the Home Office to increase the service level agreement from 1 April 2017 any shortfalls are covered on overtime shifts. This is funded through the national CT funding that the force receives specifically to meet the armed policing uplift programme. These predominantly are filled by ARV officers but on occasion where it allows, our Specialist Firearms Officers (SFOs) from our training department undertake some of the shifts.

9. Due to the national minimum standards required the most recent ARV course yielded a third of the officers who started. All students who do not pass the course return to their previous role. A full review of each course is undertaken by the Chief Firearms Instructor and individual professional assessments are made on each student who is unsuccessful as to whether the department believe that given another opportunity they may succeed. External transferee opportunities continue and the 12 week ARV courses are scheduled with another set to commence on 29 August 2017. External course opportunities remain a focus and will be scoped through the National Uplift Programme team.
10. The force has met the Programme Lead of the National Firearm Uplift Programme who is content with the current progress and future plans to progress. Funding from the Counter Terrorism grant will continue for the next four years. Tactical Operations are due to carry out a review of the selection process and course delivery to ensure any learning can be identified to enhance the process going forward. This includes an internal review, peer assessment and seeking best practice both regionally and nationally.

RAPE STATISTICS

11. Between April 2016 and March 2017 there was an increase in recorded rape investigations. There were 1581 recorded rape investigations recorded in Kent, an increase of 429 offences. This primarily is down to high profile cases and the publicity such matters attract, which in turn gives confidence to victims to report such offences. In addition DASH (Domestic Abuse, Stalking Harassment) questions asked following reports of domestic abuse contribute to the increase. The increase in rape offences is reflected nationally. Conviction rates have improved since the previous board. For the period April 2016 to March 2017 the rape conviction rate is 56% which has increased slightly compared to 52% for April 2015 to March 2016. However notable improvement has been observed in the last 6 months from October 2016 to March 2017 with a conviction rate of 61% and particularly in the last 3 months from January to March 2017 a conviction rate of 68%.
12. Continued professional development in dealing with sex offenders has been provided to Sexual Offence Investigation Teams (SOIT) and also to a wider audience including those within Public Protection Units (PPU) and officers and staff who will be moving to a Vulnerability Investigation Team (VIT) role. Enhanced training will be provided to officers on achieving best evidence through Forensic Investigative Techniques.
13. An internal inspection of rape investigations has taken place and due to the outcome of the inspection, a tactical delivery plan has been developed to measure current activity against national performance, to enhance outcomes for victims of rape.
14. The force will look to compare and contrast Kent activity with national rape investigations to identify learning and any best practice will be implemented. In addition, a survey is to be undertaken to understand why victims decline to support a prosecution of rape.
15. A review of DASH is being completed by College of Policing, once received it will be analysed alongside DA reports to enhance service delivery. Furthermore, a review of the embedded police officer within the Crown Prosecution Service RASSO (Rape and Serious Sexual Offence) will be completed to evaluate effectiveness.

VICTIMS / VICTIM SATISFACTION

16. Victim based crime has seen some increases in the recording of violence against the person (VAP) of 24.9% (+8373), particularly in relation to none or slight physical injury VAP such as common assault, violence without injuries and harassment.
17. VAP is four times more likely to have a named suspect than a criminal damage or theft offence, but there are often times when a victim does not wish to pursue a prosecution or doesn't want the offender to go to court or prison. The force has undertaken a comprehensive review (Op Furlong) of why victims may decline to support a prosecution so that the most effective and appropriate action can be taken to ensure the safeguarding of vulnerable victims and witnesses is put at the heart of any investigation. In the review, around a third of all victims preferred a different course of action to an arrest or prosecution such as the offender being spoken to or removed from a location, but not arrested. Additionally, victims also felt that an arrest and prosecution was unnecessary or too harsh due to either the offender being young or elderly, or

having mental or physical health needs. Approximately 1 in 5 reported that they did not want to go to court themselves so would not support a prosecution.

18. In April 2017 the Home Office removed the mandatory requirement for forces to have the existing victim satisfaction surveys which were introduced approximately 10 years ago. This has given the force the opportunity to review its current programme of victim consultation to ensure that victims and witnesses voices are heard. However, the Home Office has introduced a mandatory survey of victims of DA for all police forces, which Kent Police welcomes. The survey has been in place within Kent for a number of months and initial findings from the victims show:

- Of all respondents, 92% are 'very satisfied' or 'completely satisfied' with the overall service delivery of Kent Police.
- 96% of victims also 'strongly agree' they would be confident enough to contact the Police again about DA and would recommend doing so to others.
- Nine in ten victims (91%) report they 'agree' or 'strongly agree' they do feel safer as a result of this contact with Police.

MENTAL HEALTH

19. Due to the forthcoming general election there has been a delay in the implementation of the Policing and Crime Bill 2017, in relation to changes to the powers of detention under the Mental Health Act 1983. This delay has not stopped the programme of activity currently underway to ensure that partners are prepared for the legislative changes.

20. The Thanet Street Triage commenced on the 7th April 2017. The service is being closely monitored in liaison with Kent and Medway Partnership Trust to ensure that the days and times provided correspond with demand.

21. The Medway Street Triage had been delayed due to recruitment issues within the Kent and Medway Partnership Trust however mental health practitioners have now been recruited and work is progressing. The new proposed start date is July 2017 with joint training taking place the month before in June 2017.

22. The new Mental Health Policing Team will be fully operational by June 2017. Liaison Police Officers for East and North Division are already in place. A Police Officer for West Division has been recruited and is awaiting release. The Detective Constable role is still subject to advertisement.

HMIC

23. Since the last board there have been no further reports published by the HMIC in respect of inspections carried out within the force.

24. Since the last Board the force has been subject to one HMIC inspection. This inspection related to Crime Data Integrity (CDI). The findings of this inspection will be published in June 2017 along with two other forces that have been subject to the same inspection.

25. On the 12th June 2017 HMIC will commence an inspection of the force with regard to two of the PEEL Inspections, Legitimacy and Efficiency. The inspections will last for one week with the findings being published in November / December 2017.

26. The PEEL inspection has changed this year with Leadership no longer being an inspection in its own right but a theme that is assessed within the Effectiveness, Legitimacy and Efficiency inspection criteria.

RECORDS MANAGEMENT

27. The management and processing of manual and digital records within Kent Police requires development to ensure compliance with the Data Protection Act, the Management of Police Information (MOPI), and the overall efficiency of our storage and archiving systems to improve operational effectiveness and to reduce storage costs. Systems and processes will need to be future proofed in anticipation of the enactment of the General Data Protection Provisions in May 2018. The force is also required to fulfil its legal duties in

respect of the Public Inquiries Act 2005 and the obligations set by the Under Cover Policing (Pitchford) and Independent Child Sexual Abuse (ICSA) Public Inquiries for the retention of certain categories of records.

28. In September 2016, Chief Officers agreed an improvement programme to ensure compliance with the relevant legislations detailed above. Key elements of the project plan included:
- a. the adaptation of a redundant police station to provide a secure hub for the logistics of all records management processing;
 - b. the introduction of an operation whereby a detailed search is made across the entire Kent Police estate to recover all locally stored records for secure processing;
 - c. the procurement of a secure records management relationship data base which has interoperability with the bar coding systems used by the storage industry, which will improve both security and accuracy;
 - d. the recruitment of temporary staff to operate a triage system to review archived material.
29. In November 2016, the Information Commissioners Office (ICO) carried out a consensual inspection of Kent Police in respect of its Data Protection Act compliance looking specifically at governance, training, and records management. This resulted in 54 actions, 16 of which have been completed; the remaining 38 are being actively managed. Whilst some of the remaining actions will be addressed relatively quickly, the volume of records requiring review coupled with the need to comply with the requirements of the two Public Enquiries referred to at paragraph 27, work could take up to four years to complete.
30. The force has enlisted the support of the NPCC national lead for records management to act as a critical friend and we are fully engaged with the other forces in the seven force collaborative programme, to determine a secure and more cost effective joint solution for record storage in the future.

PERFORMANCE CHALLENGES

31. Kent Police prioritises tackling offenders who target vulnerable victims, often through exploitation and coercive harm such as child exploitation, domestic abuse, human trafficking and modern slavery, running drugs for gangs or utilised by organised crime groups (OCGs). The challenge in relation to preventing harm, often hidden, that is caused by these criminal groups and/or violent offenders, requires a strong partnership approach.
32. There are a number of initiatives and operations that Kent Police has either adopted or supported from a national or regional directive or has instigated itself to target those engaged in exploiting vulnerable people. These include:
- Op Scorpion: a partnership led approach to tackling OCGs;
 - Op Acle; proactive tactical activity targeting gangs in Kent;
 - Op Unity: quality investigations focusing on providing the best possible response to victims of DA;
 - Op Sceptre: an operation with a number of police forces, including Essex, to tackle knife crime with targeted operations carried out in Thanet, Medway and Gravesend;
 - Op Raptor: Counties tactical response to gangs;
 - Implementation of the Individual Harm Matrix (IHM) to assess the risk posed by gang members in Kent;
 - Phase 1 of Op Encompass will launch on 18 April 2017 and aims to help protect children from the effects of domestic abuse following the report of an incident of domestic abuse within the home of a child;
 - Project Aidant: National Crime Agency led project which aims to improve the police response to the threat of Human Trafficking and Modern Slavery both in the UK and abroad with a focus on Polish crime groups involved in this area of criminality;
 - Op Yen: targeting rogue traders in Kent;
 - Op Willow: a partnership led campaign which promotes awareness of the risks of child sexual exploitation and how to report it; and
 - The Kent Resilience Team (KRT) continue to focus on co-ordinated plans to ensure the force are able to respond well to identified threats in the county and meet obligations under the Civil Contingence Act. The KRT has agreed to undertake a table top exercise in Spring 2017 to test our Marauding Firearms Terrorist Attack (MTFA) capability and response, followed by a live play exercise planned for later in the year.